

Women's DA House - Team Leader

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Company: Pin Point Health & Social Care

Location: Hackney Central

Category: community-and-social-service

Women's DA House - Team Leader

Hackney

Salary: up to £30,359 per annum

Contract: Permanent, Full-Time

Hours of Work: 39 hours per week on average

THE ROLE:

To support the Service Manager by leading the day-to-day, consistent delivery of high-quality service to women and children fleeing domestic violence. Running the service in accordance with our clients strategic objectives and within the relevant legislative framework

THE ROLE: KEY RESPONSIBILITIES

- Oversee the day to day management of the Hackney Domestic Abuse Service
- Ensure the continuing relevance of services by being responsive to women, young people and children's needs and local authority requirements through ongoing planning, monitoring, and evaluating service delivery
- Achieve agreed standards of service delivery in compliance with relevant legislation, contract requirements, and our clients policies
- Manage relationships with key stakeholders in the London Borough of Hackney
- Ensure that the service is contract compliant with the details in the service specification
- To ensure that all safeguarding requirements are met in line with organisational, local and legal procedures

- Support the Service Manager in managing health and safety, maintenance, rent/charges collection, arrears control, and voids control, across the service
- To plan, negotiate and effectively manage the services finances, keeping expenditure on all elements related to delivery including staffing in line with the contract and annual budget
- To make best use of property, equipment and Information Technology
- To undertake the supervision of staff, social work students, apprentices and to act as a mentor to pool workers who may work in any part of our clients services
- To provide management direction, support and advice to the staff team
- To attend meetings or forums addressing the needs of women, young people and children who have experienced domestic violence
- To ensure that staff (including pool workers) and social work students receive a thorough induction and training needs are addressed. 1-1 supervisions should be used to provide ongoing support and development to staff
- Participate in recruitment and grievance and disciplinary processes and ensure that all tasks are carried out within our client policies and procedures
- To ensure that a seamless service is being delivered by working closely with other support providers to have a joined-up approach to addressing support needs. This will include joint working with GPs, health visitors, schools, counselling services, housing, the Police and any other agencies likely to be delivering support services to the service user
- Together with the Service Manager work on creating a truly co-produced service
- Ensure that women, young people and children are fully involved in the review, planning and delivery of the service and that they receive the support to do so. Every opportunity should be provided to develop their independent living skills either within the service or within their local communities
- Ensure that Individuals have relevant information about service user activities including information on our clients Service User Forum, The Better Lives Forum
- To ensure that all records are kept up to date and are stored in a secure and confidential manner
- To take part in supervision and appraisal, and take up opportunities to learn within the team, organisation and externally
- To participate in the out of hours emergency on-call rota

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