

Job Description

Team Leader (Daylight Women's Day Centre)

About The Connection

When you work for The Connection, you're part of a life-changing team. We help people sleeping rough in the heart of London. It can be a long journey off the streets, and it's not an easy path. We get to know every individual, so our approach can tailor to what they need. We don't do one size fits all, and we don't give up when things get tough.

Working here means being open-minded, resilient, and pragmatic. It means being willing to go the extra mile and stick with people through thick and thin. It means being part of a team who really care about the individuals we support, and who are creative about finding better ways to help them.

Together with our donors, volunteers, and partners, we are a supportive and vibrant community who are determined to make a real difference. We believe that no one should have to sleep rough on London's streets and that everyone should get the support they need to find a place to call home.

About the Role

Daylight Women's Day Centre is an exciting new service providing a place of safety and support for women who are long term rough sleepers in London. We want to reach women who have experienced abuse, mental illness, addiction, poor physical health, unclear immigration status and homelessness. Our support will improve their health and wellbeing and enable them to move away from the streets.

Daylight has been designed based on findings from the CHAIN rough sleeping data for London and the Women's Rough Sleeping Census. This evidence highlights the importance of single gender services for women who hide from mainstream provision dominated by men. Daylight will reflect the Connection Theory of Change, building relationships of trust with people who have no confidence in most health and social care services. Therefore, Trauma Informed Care lies at the heart of everything we do.

Working with the Daylight Service Manager, you will manage a team of staff and volunteers to set up, pilot and deliver this vital new service in a central London location. The service will include a combination of practical facilities such as showers and a laundry, health and wellbeing resources to minimise the harm associated with rough sleeping and support to move into accommodation. We may develop additional aspects to the service as resources become available.

You will have experience in delivering psychologically, gender and culturally informed services to people who are experiencing street homelessness. You will use this experience to build relationships of trust with clients. This will include a commitment to embedding co-production so that the service continues to improve and evolve. You will facilitate in reach services predominantly with a health and harm minimisation focus and develop positive partnerships with external agencies. You will also set up and oversee a group work programme. You will provide strength-based and solution focused one to one support for women to move away from the streets.

Through compassionate and proactive management, you will help build a high performing, well organised and creative team who are passionate about supporting very vulnerable women away from the streets.

Responsible to:	Service Manager (Daylight Women's Day Centre)
Responsible for:	Community Practitioners, Service Host, Food Practitioner
Liaison with:	Heads of Service and Service Managers, Director of Services, Fundraising team, partners, outreach services, health and treatment services, specialist women's providers, local authority Housing Departments, commissioners, DWP, etc.
Job Purpose:	• Supporting high-quality standards in service delivery • Innovation, development, and best practice in service delivery • Developing and managing a small team, enriching, and enhancing organisational trust • Delivering high-quality service provision demonstrating strong organisational skills. • Developing and nurturing strong relationships internally and externally • Role modelling compassionate and adaptive leadership.
Salary	£41,599-£45,097, Scale Points 26-30
Contract:	Permanent, Full-time position

Responsibilities

1. Supporting high quality standards in service delivery

- Deliver a psychologically, gender and culturally informed day time support service, reflecting best practice in women's day service provision.
- Embed the principles of 'The Connection Model' with team members and in all service delivery including volunteering, client involvement and incident management.
- Support the team in recognising and responding to immediate needs of clients, providing harm minimisation advice & support, healthcare and access to therapeutic groups & activities.
- Exercise the required professional curiosity to prevent, detect and respond to abuse and exploitation, ensuring the right safeguarding processes are used across the team.
- Coordinate referrals, and the case allocation process, providing a proactive response.
- Deliver person led support, directly and through joint working with the wider team, to women experiencing street homelessness, interconnecting needs and multiple disadvantage
- Ensure the team continues to meet core service outcomes, regulatory and funding requirements, including internal quality assurance standards.

- Support the Service Manager and colleagues to create, maintain and manage meaningful volunteering, client involvement and co-production which add value

2. Innovation, development, and best practice in service delivery

- Identify innovative approaches, encourage creativity, and shape ideas to enhance opportunities to influence service improvement/ system change.
- Participate in and, where appropriate, lead cross-organisational learning and reflective groups to develop innovation and best practice.
- Research best practice and undertake visits to other services to learn and continuously improve.

3. Developing and managing a small team, enriching, and enhancing organisational trust

- Provide line management for team members, using coaching skills to support people to be high performing.
- Model a psychologically, gender and culturally informed approach encouraging the team to reflect, learn and continuously improve.
- Support the monitoring of the team's work and record all support activity with clients, using both quantitative and qualitative data collection and analysis.
- Ensure compliance with policies and procedures aligned with regulatory standards including DAHA, UKGDPR, Safeguarding and Health and Safety.
- Manage, or oversee the management, of volunteers adding value to the team.
- Support the implementation of a rota for the team

4. Delivering high-quality service provision demonstrating strong organisational skills.

- Support the management and accounting for all expenditure including expenses
- Support the Service Manager in the setting of the annual budget ensuring value for money.
- Support the development of reports for an internal/external audience to demonstrate impact and highlight learning.
- Support data collection and provide insights for funding bids and tenders.
- Support the development of the internal recording and monitoring systems (Inform) to capture impact and good practice in line with quality assurance standards

5. Developing and nurturing strong relationships internally and externally

- Work in partnership with other departments to ensure consistency across all Connection services and to support the smooth running of all activity across the charity.
- Attend relevant external networks, sharing information and knowledge, promoting the new service and encouraging engagement in DayLight by other organisations where appropriate.
- Develop and build partnerships with health, treatment, accommodation, benefits advice and other relevant agencies to support women away from rough sleeping.

- Act as an ambassador for CSTM, promoting the Daylight approach and learning, building confidence through excellent service delivery.

6. Role Modelling Compassionate and Adaptive Leadership

- Be a role model to the team, demonstrating values-based practice and championing the organisation's cultural values, expectations and behaviour: being **Curious**, promoting psychological **Safety**, strengthening relational **Togetherness**, maintaining and promoting **Motivation**.
- Support the charity's fundraising activities.
- Deputise for the Service Manager, when required.

The above list of duties is not exclusive or exhaustive and may be subject to change. The post holder may undertake such tasks and are expected within the scope and grading of the post

Person Specification

Knowledge
Extensive knowledge and understanding of the causes of women's homelessness and, in particular, rough sleeping.
A good and up-to-date knowledge of housing, homelessness and related legislation.
A good and up-to-date knowledge of relevant external agencies (health, welfare, criminal justice etc.), resources, and accommodation options that can support women who are sleeping rough
Good knowledge of psychological, gender, and culturally informed approaches to support women with interconnecting needs, as well as other best practice approaches
Experience
Substantial experience in providing support with women with inter-connecting needs, including homelessness and/or rough sleeping.
Experience in developing people (staff and/or volunteers), with a coaching style of management and the confidence to address difficult staffing situations constructively and fairly.
Experience in responding proactively and appropriately to safeguarding and risk concerns
Experience in multi-agency working with statutory and voluntary sector partners.
Experience in creating opportunities for co-production with people with lived experience, utilising their expertise to improve services and systems.
Skills and Attributes
Skills and abilities that demonstrate values-based practice and championing the organisations. cultural values, expectations, and behaviour: Being Curious, promoting Psychological Safety, strengthening relational Togetherness, Maintaining, and promoting Motivation.
Ability to develop and nurture internal and external relationships, in order to create new opportunities for the women we support.
The ability to work effectively as part of a multi-disciplinary team
Able to deliver high standards of delivery and performance through monitoring to continuously improve service provision.

Organised, able to prioritise and able to manage a complex workload with autonomy.
Excellent communicator verbally and in writing.
Able to manage personal and sensitive information about individuals in accordance with CSTM's policies and procedures and observe the duty of confidentiality.
Able to ensure health and safety policies are adhered to and the staff team is competent and suitably trained.
Ability and willingness to travel to locations across London (central location Westminster).
Strong skills in data input and review (including good IT skills).
The ability to demonstrate resilience and respond appropriately and effectively when faced with challenging behaviour
The ability to exercise initiative and work under pressure.
Ability and willingness to work flexible hours where required