

Role Description



Women's Community Project – Alana House Team Leader

Line manager: Alana House Manager

Direct reports: Women's Community Project Key Workers

Alana House is PACT's flagship community project that uses a holistic approach to support and empower women. We offer a confidential, women-only, non-judgemental space and our services are delivered for women by women to ensure a safe, comfortable and trauma informed environment for those accessing support.

Role Description Statement

This document sets out the main purpose and key tasks of the role, the management reporting lines, and the competency requirements for the role. The role description sets out PACT's expectations for the role and the post-holder. Regular discussions to support you in your role will take place together with your manager during your induction period, and after your probation period in your ongoing support and supervision meetings.

Our work

Alana House is an innovative women's community project that uses a holistic approach to support women facing multiple disadvantages, including those at risk of offending. It provides a safe, women only space with the aim to empower and enable women to access the support they need, and improve the outcomes for them, their families and the wider community. Alana House provides holistic support for the women, based around the 9 Pathways to Reducing Offending, set out in the Corston report:

- Housing and homelessness
- Substance misuse and alcohol abuse
- Parenting, relationships and families
- Attitudes, thinking and behaviour
- Education, training and employment
- Budgeting and debt management
- Health including mental and physical wellbeing, and learning difficulties
- Domestic violence
- Sex Working

The role

You will be responsible for leading a team of Key Workers to achieve the positive engagement of service users which leads to positive outcomes.

As Team Leader, you will be responsible for assessing referrals that are made to Alana House. You will be the first point of contact for women referred to Alana House, leading on our triage and assessment process and ensuring women receive the right support at the right time, through careful assessment and collaborative decision-making. The role is responsible for engaging women in the process, ensuring informed consent, and maximising engagement leading to support. This includes seeking support externally for women where appropriate and keeping the woman informed about the process, engaging with them to maintain contact and participation.

You will be responsible for assigning women, who have been assessed as suitable and ready to engage in support, to a Key Worker. The role is one of coordination and communication, ensuring woman feel supported throughout the process. This aspect of the work is predominantly conducted via phone or online meetings.

You will also ensure all resources within the centre are well-maintained, high quality, fit for purpose and utilised fully and effectively.

You will work alongside, and provide support to, the Alana House Manager so that Alana House ultimately achieves its goals.

Maintaining an overview of deliverables and funding streams, you will manage and support your team to ensure KPIs are met, and data is collected for timely and accurate reporting.

Staff can improve their skills through training made available to Alana House and are expected to share their learnings gained with colleagues through discussion and team meetings.

Key Tasks: Line Management	
1	Manage a team of Key Workers: monitoring and addressing performance and progress to ensure KPIs and goals are met. Regularly review the effectiveness of the support offered making changes as required, working towards an exit strategy that maintains independent and sustainable living.
2	Fully contribute as an integral part of the Alana House team, providing support for other members of the team and ensuring effective flow of information with the Alana House Manager and Key Workers. Deputise for the Alana House Manager as required.
3	Provide effective team management identifying learning and development opportunities and ensure effective performance management of team.
4	Contribute to identifying, training and supporting service user representatives and peer mentors as appropriate.
5	Fully understand deliverables within various funding streams. Ensure effective planning and progress tracking of caseloads and work within budgets provided for projects, events or specific funding streams, monitoring expenditure and ensuring invoices paid and records maintained.

6	Coordinate and provide support with collection of data and completion of reporting, working with the Alana House Manager, Key Workers and the Database Officer to ensure timely and accurate completion of both internal and external reports.
7	Maintain appropriate records, statistics and information, both quantitative and qualitative, for monitoring purposes. Contribute to the evaluation of the effectiveness of the programme to allow for on-going development.
8	Ensure all staff, volunteers, visiting professionals and service users are safe including: ensuring full risk assessments for all referrals and activities are carried out satisfactorily and that the team are effectively supported in managing and documenting any safeguarding concerns, with appropriate information sharing with the Manager, wider PACT and external partners as required.
9	Partner with a range of agencies and the Alana House Manager to promote Alana House to women who are likely to benefit from the support.
10	In coordination with the Alana House Manager, contribute to ensuring team meetings are productive, provide information, support and training, in addressing needs of the service and strengthening positive team dynamics.
11	Attend partnership meetings, service user forums and specific funder related steering groups where appropriate, and chair as required.
12	Provide cover for answering the telephone, receiving, making and logging calls to book appointments and chase referrals.
13	Attend monthly meetings with the Alana House Manager, Lead Key Worker and Lead Administrator to discuss service delivery, progress against KPI's and overall performance, wellbeing and dynamics of the Alana House team.
14	Share and undertake opportunities for Communities funding and service development, supporting the Director of Community Services and Development, Alana House Manager and Fundraising team with opportunities for fundraising and promotion of PACT services.

Key Tasks: Triage and Assessment & Groups

1	Act as the first point of contact for women referred to our service, contacting them within 5 working days, gaining consent and gathering initial information about their current situation.
2	Conduct structured assessments to understand the woman's needs, risks, and strengths including where appropriate communicating with external professionals (e.g. social workers, probation staff, police, health practitioners) to gather additional context and ensure a holistic understanding of each case.

3	Provide skilled practical help, advice and emotional support to enable women to reach an informed decision regarding support offered.
4	Ensure new referrals are assessed, allocated for support or signposted to more appropriate services, within required time scales.
5	Liaise with women throughout the triage process, keeping them informed and supported.
6	Enable and encourage women to take advantage of other services relevant to supporting them such as legal advice, foodbanks, mental health services etc. Assist clients in gaining access to existing services or professionals who can provide appropriately skilled help.
7	Use Lamplight and to ensure accurate data is maintained in a timely way and contribute to monthly and quarterly reports and produce reports when necessary.
8	Ensure all relevant GDPR and consent forms are signed and uploaded to Lamplight before women are handed over to a Key Worker for ongoing support.
9	Explore Alana House group work programmes with women, building on their motivation to engage in groupwork and ensuring all groupwork assessment forms are completed to reduce delays in women accessing this aspect of support.
10	Handover cases to Key Workers ensuring all relevant information is provided so the woman does not need to repeat her story in line with trauma aware practice.
11	Plan and co-ordinate the activity programme; liaising with delivery partners and ensuring activities are planned proactively, and respond to service user delivery requirements.
12	Ensure group work and courses include appropriate assessment and evaluations to evidence impact for service users and enable reflection and learning for the team.
13	Provide support to or lead groups and courses when required.

Additional Duties

<input type="checkbox"/>	To undertake any other duties deemed commensurate with this post as directed by the line manager.
<input type="checkbox"/>	To take responsibility for and be committed to personal and professional development and keep up to date with law, regulation, guidance, standards, Government policy and research relating to all aspects of the work.
<input type="checkbox"/>	To safeguard and protect vulnerable adults and children in accordance with PACT's Policies and Procedures at all times.
<input type="checkbox"/>	Demonstrate a commitment to promoting equality, diversity and inclusion in the workplace.

Person specification

Essential requirements	
1	Minimum NVQ level 4 qualification in relevant area of work, or equivalent qualification or professional experience.
2	Highly demonstrable people management skills: can encourage, motivate, support and develop a team as well as monitor and manage performance.
3	Previous experience of leading successful projects and can demonstrate success within the full project management cycle: create, implement, develop, monitor and review.
4	An in-depth knowledge of issues facing justice involved women and those at risk of entering the justice system; both in and out of the Criminal Justice System and familiarity with the Corston Report - relating its relevance to Alana House service delivery and development.
5	Significant experience of providing 121 support to women experiencing issues related to the 9 pathways , (or other relevant work area, preferably within criminal justice setting; diverting from or reducing risk of offending behaviour.
6	Experience of setting and maintaining professional boundaries with service users whilst delivering an excellent standard of service, including how to respond appropriately to challenging behaviour, de-escalate tension, and enable women to manage strong feelings in a safe manner.
7	Makes thorough and balanced assessments of individuals and their situations and motivate change in others, experienced in using motivational interviewing techniques.
8	Assesses and manages risk and safeguarding concerns appropriately with experience of guiding others through appropriate decision making.
9	Experience of working in partnership with relevant statutory and voluntary groups, partners and agencies to develop and maintain strong constructive working relationships.
10	Experience of constructing detailed and accurate qualitative and quantitative reports for a variety of audiences, capturing progress, outcomes and evidence of impact.
11	Maintains accurate records and case management documents.
12	Demonstrates a good understanding of, and ability to work within, the policy framework of equality of opportunity, anti-discriminatory practice and managing diversity.
13	Demonstrates an understanding of the principles of data protection and its relevance to the service.

14	Manages a complex workload, is organised and can plan and prioritise efficiently whilst remaining positive and adaptable.
15	Effective interpersonal skills with the ability to listen and communicate effectively with a wide range of internal and external stakeholders and colleagues. Fluent in written and spoken English.
16	Works autonomously and collaboratively as part of a team; working towards shared goals and objectives.
17	Proficient in use of IT: Microsoft Office and database systems.
Desirable requirements	
<input type="checkbox"/>	Professional qualifications (or equivalent) in any of the following: <ul style="list-style-type: none"> <input type="checkbox"/> Social Work <input type="checkbox"/> Independent Domestic Abuse Adviser (IDVA) <input type="checkbox"/> Independent Sexual Violence Adviser (ISVA)
<input type="checkbox"/>	Full UK driver's license and access to own car

Additional information

All opportunities are based in the UK, and you must be eligible to live and work in the UK.

This is a full time post working 37 hours per week, weekdays.

Working pattern to be agreed within the hours of:

Monday to Tuesday 8.30am-5pm | Wednesday 8.30am-7pm | Thursday 8.30am-5pm | Friday 8.30am-4pm

The role is based in our Reading office with hybrid flexible working arrangements to provide for working at home and in the office.

Safeguarding Commitment

Safeguarding is at the heart of everything we do at PACT. We have robust measures and best practices in place to safeguard and protect the welfare of children, young people and vulnerable adults, and we take pride in maintaining outstanding safeguarding standards.

We expect all employees, both current and prospective, to uphold and share this commitment, and we value everyone's engagement and co-operation with our safeguarding processes to ensure that these are completed without delay.

Anyone joining our team is subject to PACT's safer recruitment pre-appointment enquiries. These enquiries include providing documentation to evidence the right to work in the UK, a Disclosure Barring Service (DBS) check, overseas police check (if applicable), references covering at least 5 years, a complete previous education and employment history timeline and the completion of mandatory safeguarding training.

The DBS check level required for this post is Enhanced.

Diversity Commitment

PACT is a supportive and respectful place where people are passionate about making a positive difference to the lives of women, children, and families from many different backgrounds. We continuously look to progress the ways in which we create families and bring people together and encourage applications from people across all communities. We are committed to ensuring that our people and our services reflect the diversity of the communities we serve, and applications from people from under-represented groups are particularly welcomed.

Learning and Development Commitment

PACT is committed to helping people to achieve their potential and flourish and, in doing so, enabling them to make a positive difference to the lives of the people we support. We recognise the importance of having the necessary knowledge, skills and qualities within PACT to enable us to meet our current and future business needs. Development needs might be at an individual, team or organisational level. All employees have equal access to learning and development opportunities, reflective of our commitment to equality, diversity and inclusion.