



## Team Leader

WHAG is a leading charity delivering quality support services to women, men and their families who are affected by domestic abuse, homelessness and young parents across the of North West England. Improving the safety and life opportunities of the people who use our services and supporting them in their recovery.

We support the people we work with to overcome the experiences they have had. We empower them to build up the skills and resources they need to take control of their own lives, access a tenancy of their own and maintain a quality of life in the long term. We give them the information they need to make positive choices about their futures.

As well as delivering courses to our staff WHAG delivers Healthy relationship training to employers and schools to assist in the education and prevention of Domestic abuse

**Our Vision** - To support and empower vulnerable women and those affected by domestic abuse

**Our Mission** - End Domestic Abuse, Homelessness, and relationship breakdown.

**Our Values** - Empowerment, Choice, Change, Strength

**Guiding Principles** - Our guiding principles help define how we will act at all times through the development and delivery of WHAG in the future

Be non-judgemental and supportive at all times.
Ensure trauma informed, flexible support is accessible to all those in need
Support individuals to take responsibility and accountability for their actions
Support individuals, partners and families to live independently within the community of their choosing.
Help develop new knowledge and create new skills for individuals and families to make better life choices.
Provide positive alternatives to current services and resources available in a community.

**WHAG** has a strong values base, embedding, empowerment, choice, strength and change into our organisation. We are looking for staff that can deliver person-centred, trauma informed services, are innovative, trustworthy, can do, self-motivated and excellent at all times, so it is important that you are as passionate about these principles as we are.



## JOB DESCRIPTION

<b>Job Title:</b>	Team Leader
<b>Reports to:</b>	Head of Operations
<b>Location</b>	Rochdale Young Parents Service (all WHAG Projects Travel required)
<b>Responsible for</b>	Service Management of Rochdale Projects and its Employees, Volunteers and Students.
<b>Date Reviewed</b>	August 23

### Overall Aim

- To manage an accommodation and community service for a young parent's scheme.
- Providing a high quality and individual service to women and young parents who are vulnerable and homeless
- The Team lead is responsible to the Head of Operations for the daily management and support of staff and overseeing effective support of clients. Liaising and building professional relationships with contract managers, agencies and other bodies offering support to clients.

### Requirements

- Qualification or equivalent to Diploma/ Degree/NVQ 5 or equivalent work level experience and the willingness to achieve a level 5, relevant qualification
- Ability to work across WHAG's contract area and travel for training and meeting purposes.
- Access to a car for work purposes.
- Ability to work flexible hours including evenings, weekends when required and be part of an on-call - rota to support the service on call.

### Job Description

The list does not cover the full scope of tasks and responsibilities of the team leader but illustrates some of the areas of emphasis for this post.

### Key Objectives

The Team Leader will work with the Operations Manager to support the delivery of all operational aspects of WHAG, focusing on supporting the team and day-to-day delivery of commissioned and grant-funded work.

WHAG staff are part of a team providing practical and emotional support to individuals and families experiencing domestic abuse, sexual violence, women, and young parents experiencing or at risk of homelessness.



You will ensure that all work is carried out within contractual requirements, and this involves multi-agency working, and engaging with local partners. You will work effectively with the Operations Manager to lead on allocated working priorities, which may include accommodation and community-based teams, both grants, funded and contracted.

This will include, for example, 24/7 access to support, the intake of enquiries and allocation of referrals, outreach, and accommodation support, working with individuals and children.

You will provide supervision, case management, and case quality audits and database oversight and will deputise for other team leaders (in your area) in their absence.

Working in partnership with the HR team you will support the effective recruitment and, onboarding induction of staff and volunteers in the areas, you are responsible for.

Support the monitoring and evaluation of the effectiveness of the service budget, financial sustainability and impact of all products and services.

Proactively seek new opportunities, and innovative ways of working and achieve the defined aims and objectives.

### **Key Tasks and Responsibilities**

- To lead and manage WHAG's young parents project ensuring the projects work in line with WHAG strategies resources and procedures to operate effectively and in line with agreed policies and plans.
- To ensure the safeguarding of all clients and their children
- To work with the head of operations in providing consistent and responsible line management.
- To provide individual supervision and appraisal to staff for whom you have direct line management responsibility and to organise regular team meetings.
- To input into setting and controlling of your project's budgets.
- To take part in the recruitment of staff and volunteers
- To be responsible for staff training and development needs.
- To ensure that all service users have appropriate and up to date risk assessments in line with WHAG's policy and procedure and to ensure that working practices are developed and implemented based on these assessments.
- To ensure that all staff members work, at all times, in accordance with agreed service specifications, operational policies and other policies and procedures of WHAG.
- To monitor and develop the support services in line with the QAF and contract requirements
- To ensure Health and Safety good practice throughout the Services and that all staff implement WHAG's equal opportunities policy.
- To positively promote and represent WHAG. Take an active part in relevant meetings
- To accept supervision and appraisal in line with WHAG'S policy and be prepared to pursue identified training needs.

### **Responsibilities shared with all staff**

- To ensure that the values and principles underlying WHAG's services are maintained and developed.
- To participate in regular supervision and annual appraisal and help in identifying your own job related development and training needs.
- To work at times other than office hours to attend meetings, participate in networks, fundraising events and ensuring that the service is accessible.



- To undertake any other duties that may be required which are appropriate to you role
- To be committed to safeguarding and promoting the welfare of children, young people and vulnerable adults. We expect all staff and volunteers to share this commitment..
- To provide on-call management duties as part of a rota.

## Person Specification

Experience and Knowledge of	Essential	Desirable
A good working knowledge of Homelessness and the needs of Young parents the support options available.	X	
Management qualification to at least level 3 or qualified by experience.	X	
At least 2 years relevant experience in a front line function with sound understanding of WHAG's client group.	X	
Ability to develop effective relationships with employees, funders and clients.	X	
Ability to manage and motivate the team of employees and volunteers.	X	
Knowledge of group work and its functions.	X	
Ability to work to deadlines with good prioritisation, initiative and time management skills.	X	
Good computer literacy with knowledge of word, excel outlook and access.	X	
To be passionate about WHAG's aims and ethos.	X	
Communication and reporting skills (verbal and in writing).	X	
Influencing and leadership skills.	X	
Be resilient and able to work well under pressure, prioritise a heavy work load and work both reactively and pro-actively.	X	
Have a high degree of integrity, tact, diplomacy and organisational spirit.	X	
Have hands on approach and be a team player.	x	
Staff management experience.		X
Experience of working within the voluntary sector		X

Other Information



Principle Terms and Conditions	
<b>Salary:</b>	£27,022 (Pay Review Pending)
<b>Hours Per Week:</b>	36
<b>Annual Leave:</b>	23 days per annum rising to 28 + 8 Bank Holidays (Pro Rata)
<b>DBS</b>	Valid DBS
<b>Car user</b>	<p>Regular travelling is required. The role holder must have access to a car. Business mileage is payable from an agreed base.</p> <p>The role holder must possess a full current driving license, road fund license and business use</p> <p>Insurance and MOT, providing proof when requested. The role holder must ensure the car is maintained and in a roadworthy condition.</p>
Benefits	
<b>Pension:</b>	WHAG operates an auto enrolment pension plan, which all employees are enrolled after 3-month probation period via NEST. WHAG contribute to this pension in line with legislation.
<b>Health Plan</b>	<p>WHAG operate a health plan for all employees after completion of their probationary period.</p> <p><b>This includes</b>                      Free eye testing                      Access to counselling                      Reduced gym membership</p>
<b>Bike to work scheme</b>	WHAG operate a bike to work scheme.
<b>Hospital Appointments</b>	5 Hours
<b>Tech Scheme</b>	<p>WHAG operate a salary sacrifice tech scheme.</p> <p>This includes all products from Curry's</p>
<b>Christmas saving scheme</b>	Save January – November
<b>Flexi for non-rota posts</b>	Core hours 10.00am - 3.30pm
<b>Charity worker discounts</b>	Access to charity worker discounts
<b>Holiday Purchase</b>	One week

I confirm that I have read and understood this document

Signed \_\_\_\_\_

Name \_\_\_\_\_

Date \_\_\_\_\_