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| --- | --- |
| **Job Title** | Out of Hours Team Leader (OOHTL) |
| **Salary** | £22,750 pro rata |
| **Responsible To** | Operations Manager (Refuge) |
| **Hours** | Various shifts available (see appendix) |

**Job Description**

Leeds Women’s Aid (LWA) is the largest women’s charity in Leeds, and has been providing support to women and children affected by Domestic Violence and Abuse (DV & A) for over 45 years. We are committed to our values and strive to embody them in everything we do. We provide a range of the very best services for vulnerable women and families who are victims and survivors of: domestic, sexual & honour- based violence and abuse; forced marriage; trafficking; stalking and harassment.

LWA is the lead agency for commissioned Leeds Domestic Violence Service (LDVS), a consortium of 3 agencies offering support to women, men and transgender/non-binary people. This service works within a multi-agency framework provides high quality, pro-active service to victims of domestic, sexual and honour- based violence and abuse, stalking and forced marriage, often those at the highest risk.

LWA is also the lead agency in the innovative and unique Women’s Lives Leeds (WLL) partnership funded by National Lottery Community Fund, and consisting of 11 women’s and girls’ organisations. Working with vulnerable women and girls, our vision is that many more women and girls in Leeds will have their needs met and be empowered to lead safer and healthier lives.

# Purpose of Job

The post is responsible the effective running of the service out of normal hours. The post will be based mainly in our main accommodation site but may require visits to other properties and sites in emergencies.

# Physical Conditions

The OOH TL will be managed by the Operations Manager (Refuge) and based at the 24-Hour Refuge

# Economic Conditions

The salary will be £22,750 pro rata. Hours of work up to 35 hours per week including shifts and additional hours for meetings and supervisions. Weekend and/or evening work will be required.

# Responsibilities

Responsible to:

The Refuge Team Leader will be line managed by, and be responsible to, the Operations Manager (Refuge) who will report to the Operations Director. All paid members of staff are accountable to the Chief Executive, and ultimately the Trustees of Leeds Women’s Aid, and will work according to policies and procedures agreed by them.

Responsible for Line management of:

* Team of OOH Workers

And close liaison with:

* Refuge Team Leaders
* AAT Team Leader
* Volunteer and Relief Coordinator
* Housing Management Coordinator

# Main Duties

1. To provide line management support and supervision to a team of Out of Hours Workers (OOHW’s)
2. To provide high quality telephone support and referral service for Leeds Domestic Violence Service to callers:

* Providing emotional support and practical information to callers
* Assess risk and give appropriate safety planning advice
* Take self-referrals for any of the LDVS services.
* Giving advice and information to other professionals.
* Monitoring calls and recording statistical information
* Deal with emergencies effectively and ensure back up staff and/or management are called when appropriate.

1. To ensure that all LDVS and LWA policies and procedures are implemented and promoted by the team.
2. Ensuring safety of staff when undertaking emergency visits to other sites.
3. Lead on the training and induction of new staff and ensure they are offered opportunities for development
4. Participate in the training of relief staff.
5. Monitor effective communication through the use of handover reports
6. Ensure support is available Out of Hours to families and single people who have come to live in one of the refuges/ safe houses as appropriate.
7. Ensure Women and children are welcomed and booked in from emergency referrals to the refuge sites and the necessary paperwork undertaken
8. To ensure that physical standards are maintained in the house(s) by operating the maintenance system and keeping day staff informed of any disrepair or need for replacement furniture etc.
9. To ensure and monitor health and safety and fire safety checks in the main site
10. To deal with any breaches of the licence/ tenancy agreement following LWA procedures. In the case of serious breaches, to take the matter to the Operations Manager(refuge).
11. To maintain confidential records and monitoring systems.
12. Ensure OOH tasks are completed effectively
13. To work within LWA policies and procedures at all time, paying particular attention to confidentiality and health and safety.
14. To attend business/refuge meetings
15. To facilitate OOH Team meetings

# General

1. To embrace anti-discriminatory practice in all aspects of this role.
2. To work at all times in a non-directive, non-judgmental and empowering way with women who live in our refuges.
3. To undertake any training or development opportunities provided by LWA.
4. To work with respect and in partnership with colleagues within and external to LWA.
5. To carry out any other duties that are reasonably required by LWA.

**Person Specification**

You are required to have experience of:

|  |  |
| --- | --- |
| **Essential Experience** | **How Assessed**  **A = Application**  **I = Interview** |
| 1. Working in a refuge or supported housing setting | A |
| 1. Supervising, supporting and motivating staff | A & I |
| 1. Dealing with child protection and adult safeguarding issues and procedures | I |
| 1. Ensuring quality standards are being met | I |
| **Desirable Experience** | |
| 1. Working on a helpline | A |
| 1. Working within a legislative framework and developing and encouraging partnership working. | I |

You are required to have an excellent understanding of:

|  |  |
| --- | --- |
| **Essential Understanding** | **How Assessed**  **A = Application**  **I = Interview** |
| 1. Out of hours working and the issues it can bring | A & I |
| 1. Violence against women and domestic, sexual and honour-based violence and abuse, stalking and forced marriage. | A & I |
| 1. Impact on victim- survivors and their children | I |
| **Desirable Understanding** | |
| 1. Complex needs and trauma-based approach | I |
| 1. Voluntary and statutory services involved in the response to domestic violence and abuse | I |
| 1. Understanding of the “whole family approach” and asset-based ways of working | A & I |

You are required to be able to demonstrate that you:

|  |  |
| --- | --- |
| **Essential Skills** | **How Assessed**  **A = Application**  **I = Interview** |
| 1. Support and guide your team and have excellent advisory and persuasive skills | I |
| 1. Have excellent crisis management skills ad the ability to deal with stressful and difficult situations | I |
| 1. Have excellent interpersonal skills | I |
| 1. Have good technology skills and be able to present information clearly. | A |

You are required to be able to demonstrate your ability to:

|  |  |
| --- | --- |
| **Essential Personal Qualities** | **How Assessed**  **A = Application**  **I = Interview** |
| 1. Are committed to reviewing individual and team practice and undertake regular training | A & I |
| 1. Can show initiative in tackling issues within the service and in relation to other agencies | I |
| 1. Have values consistent with those of LWA | A |
| 1. Act with integrity and respect when interacting with service users, employees, agencies and individuals | I |
| 1. Are Committed to upholding LWA’s policies and procedures | A |
| 1. Are Committed to diversity and working in an anti-discriminatory way | A & I |

**LWA’s Values**

**1. Be Exceptional**

• We are experts in our field & proud of having a women-centred approach

• We are pioneers & leaders, striving to perform & innovate

**2. Be Courageous**

• We are honest, inventive & have the integrity to challenge perceptions & practice

• We are encouraging & empowering of each other to be courageous & brave

**3. Be Inclusive**

• We are diverse, welcoming, approachable & inclusive in as employers, service providers & people

• We promote unity, fairness & respect

**4. Be Inspirational**

• We are proud of our creativity & how we motivate, listen, empower & support each other

• We are encouraging & lead by example to achieve the best

**5. Be Responsive**

• We are collaborative, aware, compassionate & sensitive

• We adapt our approach to meet changing needs

***Appendix 1***

Leeds Women’s Aid Out of Hours shifts available:

|  |  |  |
| --- | --- | --- |
| **Shift time available** | | **Hours worked** |
| **Monday** | **4:30-10:30pm** | **6** |
| **Monday** | **10pm-8:30am** | **10** |
| **Tuesday** | **4:30-10:30pm** | **6** |
| **Tuesday** | **10pm-8:30am** | **10** |
| **Wednesday** | **4:30-10:30pm** | **6** |
| **Wednesday** | **10pm-8:30am** | **10** |
| **Thursday** | **4:30-10:30pm** | **6** |
| **Thursday** | **10pm-8:30am** | **10** |
| **Friday** | **4:30-10:30pm** | **6** |
| **Friday** | **10pm- 8:30am** | **10** |
| **Saturday** | **8am-4pm** | **7.5** |
| **Saturday** | **3:30-10:30pm** | **6.5** |
| **Saturday** | **10pm-8:30am** | **10** |
| **Sunday** | **8am-4pm** | **7.5** |
| **Sunday** | **3:30-10:30pm** | **6.5** |
| **Sunday** | **10pm-8.30 am** | **10** |