



POST: Practice Teaching Lead and Team Leader – Advocacy and Support

SALARY: £33,000 plus 5% Employer pension contribution

REPORTS TO: Advocacy and Support Services Manager

MAIN PURPOSE OF JOB

Working within women@thewell's (w@w) policy and procedural framework to deliver services that provide effective, high quality support and advocacy to vulnerable women who meet the criteria.
Lead on the development of our Practice Teaching Hub and act as the organisations Safeguarding Lead.

MAIN DUTIES AND RESPONSIBILITIES

Service Delivery

1. Working with Service Manager to plan and coordinate Advocacy and Support Team services around a Drop in model in line with the philosophy of W@W and funding requirements
2. Working with the Centre manager coordinate external partner agencies to support Drop In service provision
3. Ensure effective supervision of staff team, volunteers, students and interns
4. Monitor and get feedback on internal and external services and develop them to meet the needs of women
5. Supervise casework from a therapeutic and trauma informed viewpoint for both staff and clients
6. Responsible for ensuring that services work towards enabling vulnerable women to access support as per the organisation's aims and objectives. This will include:
 - Ensure that assessment interviews are carried out for each woman.
 - Ensure service user support plans are drafted and implemented and regularly reviewed
 - Support client advocacy including enabling women's voices to be heard at a local level
7. Ensuring that service users opinions, suggestions and complaints are heard, are dealt with according to policies and are acted upon
8. Deliver case work to a small number of individuals
9. Serve as the organisations Safeguarding Lead Officer

Practice Teaching

10. Coordinate student placements within w@w services, liaising with relevant teams and Service Managers
11. Supervise students in line with requirements of their university courses, reporting and completing paperwork as required
12. Develop and build relationships with universities to support their students

Partnership and Networking

13. Responsible for ensuring effective liaison and work with both statutory and non-statutory agencies to support women and increase and maintain referrals into the service.

14. Responsible for ensuring effective networking with agencies to monitor issues/needs or gaps in service so that w@w services can be adapted / targeted accordingly
15. Responsible for ensuring effective promotion of the services and resources of w@w to external audiences

Staff Management and Team-working

16. Jointly responsible for ensuring that daily debriefs and weekly handover meetings take place and any subsequent actions are carried out
17. Supervise Advocacy and Support Team workers and other staff as necessary, including regular supervisions, appraisal, setting individual aims and objectives and staff development
18. Participate in team discussions, meetings and events
19. Recruit new staff as needed and to lead on promoting, short listing, interviewing and inducting new staff related to service delivery area
20. Participate in and contribute to strategic planning efforts
21. Work with Services Managers to ensure staff receive the necessary training in order that they have the skills and abilities to carry out their role
22. Deputise for the Service Managers within areas of expertise as agreed

Volunteer Management

23. Support volunteer involvement in the organisation particularly those involved in service delivery area
24. Liaise with the staff member responsible for volunteer coordination to ensure sufficient volunteer recruitment, induction, supervision, training and management

Information and Finance Management

25. Working with the Service manager for monitoring of income and expenditure budgets for service delivery area.
26. Assist with income generation
27. With the Outreach Team Leader, development and maintenance of the organisations database, working with specialist consultant to ensure the system remains relevant and effective
28. Ensure the production and maintenance of accurate and useful information in a range of formats, in order to promote effective service delivery and evaluation
29. Ensure the development of case studies
30. Provide support to the Services Managers and Director in providing monthly and quarterly reports to funders and case studies as necessary.

Risk Management and Health & Safety

31. Overall responsibility for ensuring the assessment of behavioural and health and safety risks associated with delivering Advocacy and Support Team Services and determining appropriate actions which are both sensitive to the needs of the woman and the group as a whole as well as for staff, volunteers and partner agencies
32. Ensure that up to date risk assessments are carried out on all service users within the project and any risk are communicated to outside agencies if appropriate
33. Ensure Safeguarding or Child Protection risks are dealt with as per the Safeguarding of Vulnerable Adults and the Child Protection policies and procedures
34. Liaise with the Centre Manager to ensure the assessment of environment related risks associated with the safe and functional use of the service delivery areas and developing and implementing solutions to identified problems
35. Ensuring the assessment of behavioural and health and safety risks prior to referral to internal services and partners (e.g. legal advisors, counsellor) or conducting one to one work and ensuring appropriate procedures are in place to manage risks
36. Be aware of and comply with all policies and procedures for safe working practices for the women, staff, volunteers and visitors

Other Duties

- 37. Provide cover in the absence of Service Managers to ensure continued smooth running of the charities services
- 38. From time to time the post holder may be required to perform other duties commensurate with their role and abilities, as reasonably required, to facilitate the smooth running of the charity

Other information

w@w is a dynamic charity, therefore changes in the core duties and responsibilities of the role may evolve as the organisation develops. These guidelines are not a term or condition of contract.

Each post holder is expected to contribute to their own professional development which includes regular supervision, self-appraisal and participation in training and development opportunities.

We expect all staff to abide by w@w’s equal opportunities policy and to share our organisational values and behave in a way that reflects these.

THIS POST IS EXEMPT UNDER SECTION 7(ii) (d) OF THE SEX DISCRIMINATION ACT 1975. APPLICATION OPEN TO WOMEN ONLY.

PERSON SPECIFICATION

- A. Experience of working with vulnerable and socially excluded women is essential, it would be desirable to have experience in some or all of the following particularly issues which affect our clients: sexual exploitation, prostitution, homelessness, drugs, alcohol, violence, mental and physical ill-health, etc.
- B. Experience of assessment, planned support, key working, goal setting and advocacy with people who have a history of chaotic behaviour
- C. Experience of managing complex and difficult situations in relation to vulnerable client group(s) and a working understanding of the complexities of the legal frameworks that impact on the services users is essential, a desirable attribute would include knowledge/ willingness to learn about the legislation regarding prostitution, trafficking and VAWG
- D. Strong understanding of Safeguarding vulnerable adults and willingness to undertake Lead Safeguarding training as needed
- E. Experience supervising staff is an essential attribute. A desirable candidate would have experience of supervising students, interns and volunteers and motivating both individuals and teams
- F. Experience and knowledge of running centre based services for vulnerable women is desirable
- G. Social work qualification, and qualified or willing to qualify as a Practice Educator
- H. Experience of working within a budget
- I. Crisis management skills and the ability to cope with stressful situations including violence and aggression
- J. A level of numeracy, literacy and comprehension that enables you to prepare and maintain case records, communicate in writing with other agencies and analyse written and numerical information
- K. Excellent communication skills, written and oral, including the ability to communicate appropriately with diverse audiences
- L. An ability to be self-servicing in the use of IT applications and basic keyboard skills to create letters, minutes, collate statistics and use them to generate appropriate reports and to send and receive emails
- M. Ability to network and effectively liaise with specialist service providers or agencies in order to establish or improve services for clients
- N. An understanding of the principles underlying a quality service which is user focused, with proven ability to empower clients
- O. Ability to work under pressure, and manage time effectively, prioritising different areas of work according to need
- P. Good analytical, problem-solving and organisational skills
- Q. Self-motivating, with initiative and drive
- R. Open, flexible, friendly and enthusiastic disposition and a team player

- S. Willingness to work flexibly in response to changing organisational requirements and work outside of office hours as necessary to deliver effective outreach services

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