



Job Description & Person Specification – Adult Outreach Team Lead

Reporting to:	Adult Community Services Lead
Location:	Various locations in the community in North-West Surrey plus YS Head Office in Woking as required
Salary:	£32,000 pa
Working hours:	36 hours per week Monday to Friday
Special conditions:	Emergency on-call/out of hours helpline rota responsibilities (for which an additional shift allowance will be received). Flexibility to attend occasional meetings / undertake duties out of core hours. Post holders must live within maximum 45 minutes driving distance from our offices in Woking. This is so that occasional emergency on call rota responsibilities can be fulfilled in the event of callout to our premises to provide urgent support. Clinical supervision provided during working hours.

A full driving licence and use of a reliable car for work purposes is essential.

Please note that this job description is not a definitive list of tasks but is designed to give an overview of the role. All employees are expected to undertake reasonable additional duties as required and to understand that job descriptions develop and change over time.

Purpose of the post:

Responsibility for delivering and helping to develop, in conjunction with the Adult Community Services Lead and other Outreach Team Leads, an effective trauma-informed service for adults who have experienced domestic abuse. To provide day to day management/supervision of identified members of the Adult Outreach team to deliver best practice, evidence-based support work to empower clients to rebuild and move forward with their lives. To work in proximity with the Children's Outreach team to make interventions more effective using a whole family approach.

Key duties and responsibilities:

Operational

- To deputise for Adult Community Services Lead in related internal and external meetings (along with other Team Leads).
- Hold regular team meetings, ensuring effective communication between the adult's team, outreach projects team, children's outreach team and leadership team, supporting the team to develop innovative best practice.

- Support staff to advocate for clients and attend multi agency meetings including child in need meetings, case conferences and safeguarding reviews where appropriate.
- To ensure that clients are supported within the agreed framework and that frontline staff follow agreed processes and protocol, including recording Safety advice given, performing DASH and referring to MARAC and Safeguarding DSL when needed.
- To be responsible for ensuring effective case management notes are maintained on OASIS by the team and provide regular dip case audits.
- Strive to identify effective ways of delivering one-to-one outreach support as well as group interventions, which keep the clients' needs and safety at heart.
- Ensure that clients and families are linked to universal and targeted services locally, where additional support is required.
- Work with partners to ensure a holistic, joined up approach to service delivery.
- Work cooperatively with other agencies to improve and/or develop access to services and support.
- Ensure and provide well written monitoring reports to funder deadlines that evidence impact.
- To explore opportunities for raising awareness via multi-agency training and professional workshops.
- To run training events and undertake presentations as required.
- Ensure staff understand and contribute to the review and development of Your Sanctuary's policies and procedures.
- Ensure continuous personal development for job role and team, sharing learning as appropriate.

Safeguarding

- Help embed a safeguarding culture within the service and wider organisation.
- Support the outreach team in recognising cases where safeguarding is a priority and encourage a culture of shared learning and reflective practice.
- Responsibility for initiating safeguarding training for all outreach staff and maintaining accurate records.
- Assisting with formal safeguarding processes across all services.

Team Supervision

- First line management of identified adult outreach support staff including dealing with any performance issues that may arise on both a formal and informal basis (in conjunction with Adult Community Services Lead)
- Develop and motivate an excellent staff team who cooperate and support each other in providing a high-quality service, whilst maintaining professional boundaries with effective professional challenge.
- Ensure all adult outreach staff have the appropriate knowledge and skills to enable them to meet the service and Your Sanctuary's operational and monitoring requirements.
- Ensure staff are supported and performance developed through induction, supervision and appraisals, training, team and staff meetings and day-to-day support.

- Ensure all staff are trained and supported to work in an evidence based, outcomes focussed way and that evidence-based outcomes measuring tools are embedded within practice.
- Share skills and knowledge through delivery of appropriate training across the organisation and externally.
- Recruitment to final short list stage.

Person Specification

Experience and Qualifications (Essential and/or Desirable)

- Experience of delivering a trauma informed service, using innovation and creativity to drive development and improvements (E)
- Experience of working in a supportive setting with adult clients affected by trauma (E)
- Experience of working across teams both internally and with external agencies/partners to achieve positive outcomes for adults (E)
- Knowledge of the issues facing adults affected by domestic abuse, including the impact this has on their children and their ability to parent effectively (E)
- Knowledge of coping strategies (E)
- Understanding of attachment theory (E)
- Knowledge of safeguarding legislation and practices and practical experience of managing safeguarding issues (E)
- Understanding of DA related issues and legislation that may impact of the lives of adult survivors and their children (housing, immigration, welfare/benefits) (D)
- Line management experience including experience of dealing with performance related issues on both a formal and informal basis (E)
- Experience or working within agreed objectives (E)
- Experience of working with volunteers (D)
- Experience of involving clients in the organisation and management of a service (D)

Skills and Qualities (Essential and/or Desirable)

- Service oriented – eager to take responsibility and deliver a high-quality service (E)
 - IT Skills including Word, Excel, Outlook (E)
 - Organisational and Administration Skills (E)
 - Written and oral Communication skills; the ability to produce reports, maintain records (E)
 - Presentation Skills (D)
 - Team working skills including the ability to build strong relationships internally/externally (E)
 - Non-judgemental manner that empowers others (E)
 - Self-motivation and flexibility with the ability to work on own initiative (E)
 - Problem solving – being able to prioritise competing demands and deal effectively with planned and unforeseen eventualities (E)
 - The ability to remain calm/pragmatic in stressful situations and to successfully respond to and manage conflict (E)
 - Safety awareness (E)
 - Forward thinking and interested in continual improvement (E)
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- The ability to maintain appropriate professional boundaries at all times (E)
- A commitment to equality issues and an understanding of the diverse needs of women (E)
- Ability to speak other languages (D)

Demonstrate Your Sanctuary Team Values

- **Compassion** – to have an understanding of the experiences of survivors of domestic abuse and others coupled with a determination to support and help
- **Empowerment** – to work alongside survivors and colleague to achieve autonomy, self determination, and space for action
- **Collaboration** – working together with survivors, colleagues, agencies and the wider community to achieve our aims
- **Non-judgemental** – to be accepting, understanding and respectful of other’s experiences, decisions and values

It is important that the post holder has the required personal attributes and holds values and ethics in line with those held by YS. As a result, applicants may still be considered for the post if they have alternative experience, qualifications, skills and knowledge which do not directly match with the above requirements. All post holders will be required to have a DBS check at the appropriate level (generally Enhanced with Barred lists where legally required). Applicants will also need to satisfy the interview panel that they have an objective distance from any personal experience of abuse.