

North East Lincs Women's Aid
JOB DESCRIPTION - Support Supervisor

RESPONSIBLE TO:	Support Manager, Head of Services; CEO
RESPONSIBLE FOR:	All support workers (IDVAs)
SALARY:	£31,980 per annum, FTE
DAYS / TIMES:	Monday to Friday 9am-5pm
	Flexible hours to meet staff support and emergencies, where necessary
WORK BASE:	All support workers and managers will be based at varying locations across Grimsby & Cleethorpes.

*As this position will include a base in our 'women only' spaces (inc Refuge),
we are only accepting applications from women.
(Schedule 9, Part 1 of the Equality Act 2010 applies)*

OVERALL OBJECTIVES

To supervise support staff and services - providing a high-quality frontline service to those affected by domestic abuse.

To be responsible alongside the Support Manager, for developing, supervising and leading a team that keeps the safety of victims of domestic abuse central to all processes.

To ensure that quality support services are delivered within the guidelines and policies of the organisation.

In the absence of the Support Manager, to deputise as necessary, to support both paid and unpaid staff

Project Management and Service Delivery

- To supervise overall management of all support staff, volunteers and services under direction from the Support Manager.
- To ensure effective and appropriate support is outcomes focused and is available to address individual risks and needs by undertaking case reviews/audits and supervisions.
- To ensure the IDVA's/Support Workers role's promote multi-agency working.
- To ensure that case files and records are accurate and complete, and that both are kept in compliance with requirements.
- To oversee and support all staff with regard to lone working procedures.
- To oversee and support refuge staff with additional daily issues such as admission, occupancy, rent, warnings, evictions, the building, benefits, re-housing, etc.
- To ensure that risk assessment/management procedures are followed, prioritising those most at risk.
- To supervise support staff for child protection, MARAC and information sharing, ensuring that staff understand and comply with the service's safeguarding framework.
- To remain up-to-date and compliant with all relevant legislation, including organisational procedures, policies and professional codes of conduct in order to uphold standards of best practice.
- To represent support staff at meetings, when required.
- To assist in ensuring that services have efficient and effective systems to maintain a high standard of day-to-day operations, with full regard to Health & Safety legislation, support, risk assessments etc.
- To work at all times in accordance with the Confidentiality Policy of Women's Aid with due consideration for child protection issues.
- To lead / attend both internal and external meetings and participate in local forums when required.
- To support the Support Manager with regular reviews of the service which reflect input, output and outcome monitoring, funding streams and the views of stakeholders.
- To ensure the service recognises the needs and concerns of a diverse range of victims/survivors, and addresses them appropriately by working proactively to ensure that a non-discriminatory service is accessible to all eligible clients.
- To assist the Support Manager, Head of Services and Chief Officer in ensuring that services meet all the requirements of funders, contracts and legislation, for example, Housing Benefit, Local Authority, Charity Commission and Companies House.

- To draw to the attention of the Support Manager, any issues which may impact on support staff, clients and/or the organisation.
- When necessary, to support the Support Manager in setting up and developing any new support projects.
- To represent the service at operational multi-agency meetings, feeding back initiatives and outcomes to the team.
- To work in partnership with statutory and voluntary agencies to tackle the issue of domestic abuse.
- To represent the service at local and national events; deliver training and presentations as required.

Staff Supervision

- To be responsible for the day-to-day supervision of support work, ensuring appropriate and effective delivery of services to victims/survivors, including risk assessment, safety planning, referrals to other agencies and MARACs, etc.
- To be responsible for supervisions, performance reviews, learning and development opportunities of all support staff alongside the Support Manager.
- To be responsible for case file audits and reviews, including regular staff monitoring and spot checks.
- To ensure that services are adequately staffed at all times.
- When necessary, to raise with the Support Manager or Head of Services, any internal conflict, capability or disciplinary issues.
- When necessary, participate in the recruitment, selection, induction and deployment of staff.
- To support the Support Manager on all support staff meetings.

Quality Management

- To contribute to annual service reviews which include monitoring data, evaluations, intake and output policy, and practice and workload reviews for the support service.
- To respect and value the diversity of the community which the service works in, providing a service that recognises the diverse needs of victims/survivors, ensuring it is accessible to all.
- To implement and develop Performance Management systems for all support staff.
- To contribute to the continuation, development and effectiveness of Support Services.
- To report on support services to the Trustees as and when requested.
- To assist with development and review of relevant policies/procedures/systems.
- To take part and represent support services in the Quality and Performance working group.
- Ensure that all support staff work within the standards set by any current Quality Frameworks.
- To ensure all required monitoring information is submitted to the appropriate bodies at the right time.
- To manage and evaluate all OASIS electronic input, files and audits.

Service User Involvement

- To support and develop the Service User Group, encouraging them to participate in all levels of the organisation.
- To be responsive to service users' formal and informal complaints.
- To ensure that all service users are treated in a consistent, fair and empowering manner.

General

- To ensure a safe and caring environment for staff, volunteers, visitors and service users.
- At all times, to promote the service in a positive way.
- To work on own initiative when necessary but to promote and support teamwork.
- To be flexible in working hours in order to offer any emergency support to workers where necessary.
- To take part in accredited IDVA training (Independent Domestic Violence Advocate).
- To undertake training and personal development activities as may be appropriate for the enhancement of the service and the continued professional development of the post holder.
- To participate in additional Women's Aid activities and fundraising events.
- To carry out any other duties commensurate with the level of this post.

PERSON SPECIFICATION

Support Supervisor

	ESSENTIAL	DESIRABLE
QUALIFICATIONS		
Supervision/management qualification		✓
PREVIOUS EXPERIENCE OF;		
Supervision of staff including supervisions (<i>at least 2 years</i>)	✓	
Supervising performance, quality standards and outcomes	✓	
Setting up and/or developing systems or working practices		✓
Marketing		✓
Working in a demanding environment	✓	
KNOWLEDGE OF;		
The impact of Domestic Abuse on victims and families	✓	
The voluntary sector		✓
Policies and Procedures used in the workplace	✓	
SKILLS		
Ability to work as a member of a team and as an individual	✓	
Ability to remain calm and professional during a crisis	✓	
Excellent communication and organisational skills	✓	
Interpersonal skills – with individuals and external agencies	✓	
Have a caring, positive and motivating attitude	✓	
Enthusiasm and passion	✓	
Ability to cope with conflict and distress	✓	
Ability to work under pressure and to deadlines	✓	
Excellent Computer skills	✓	
Ensure a commitment to accountability	✓	
Ability to deliver presentations / reports both internally & externally	✓	
To ensure a positive image through own behaviour & appearance	✓	