**Job Description**

**Domestic Abuse and Violence Support Service Team Leader**

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| **Reports to:** | Director |  |  |
| **Terms** | **£31,154 pro-rata (approx. 50%) for 18.5 hours per week**  Plus up to 5% matched pension contributions.  Flexible home/office working, which may include some evening and Saturday work  25 days’ paid annual leave (pro-rate approx. 50%), plus bank holidays.  12-month, fixed-term maternity leave cover contract  Based in Birmingham (B1 1EQ) | | | |
| **Key Tasks** | * Provide line-management support and supervision to the Domestic Abuse and Violence Support Service team. * Maintain multi-agency links and partnerships through protocols and procedures that prioritise the safety of LGBT survivors of domestic abuse and violence. * Maintain statistical and monitoring information. * Produce monitoring reports for funders. * Deliver LGBT domestic abuse and violence awareness training. | | |

**Main Duties**

**1) Management of the LGBT Domestic Abuse and Violence Support Service Team**

* Assess training needs and make sure these are met
* Arrange regular supervision meetings with each member of staff.
* Arrange regular team meetings and case reviews to ensure all risks are managed.
* Complete 3-month and 6-month reviews and annual appraisals for each member of staff.

#### 2) Monitoring, Evaluation, and Information Management

* Participate in the collection and maintenance of information on relevant referral agencies and local services.
* Ensure high-quality and effective statistical monitoring is undertaken in accordance with Birmingham LGBT’s procedures.
* Produce monitoring reports for funders as requested.
* Ensure the maintenance of up-to-date, accurate, confidential records of service user contact details and interventions, ensuring that it is kept securely and confidentially at all times, in compliance with the Data Protection Act 1998 and Birmingham LGBT’s procedures.
* Actively seek feedback from service users and agencies to inform the continuous improvement and development of the service.

#### 3) Professional Development and Training

* Keep up to date with developments in legislation, policy and local / national government initiatives that address domestic abuse and violence.
* Prepare for and attend regular line management meetings with line manager and appraisals in accordance with Birmingham LGBT’s policies and procedures.
* Attend internal or external training events, meetings or forums, as requested by the line manager and in line with the post-holder’s professional development plan.
* Attend regular team meetings.
* Perform other duties as may from time to time be reasonably required by the line manager.
* Support colleagues with general duties at the Birmingham LGBT Centre.

***The above is provided for guidance and is not an exhaustive list of all accountabilities that the post holder may have over time.***

**Person Specification**

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| **Criteria** | **Essential** | **Desirable** |
| **Education and Qualifications** | Good general level of education | Safer Lives qualification. |
| **Experience** | Proven experience of providing emotional and practical support to survivors of domestic abuse and violence.  Experience of working with members of the LGBT community.  Experience of developing and delivering training.  Experience of supervising staff  Experience of multi-agency partnership working. | Experience of fundraising. |
| **Abilities, Skills and Knowledge** | Excellent written and verbal communication skills, including the ability to build positive and supportive working relationships with service users.  Working knowledge of the legal system as it relates to victims of domestic abuse and violence, and an up-to-date knowledge of criminal and civil legislation relating to domestic abuse and violence.  Knowledge of domestic abuse and violence in LGBT relationships.  Knowledge and experience of the lesbian, gay, bisexual and trans voluntary and community sectors.  Understanding of the barriers faced by LGBT people experiencing domestic abuse and violence.  Ability to work flexibly as part of a team.  Ability to work effectively on own initiative, with minimal direct supervision.  Ability to work under pressure within a stressful working environment**.**  Good organisational and administrative skills.  Ability to represent Birmingham LGBT at a variety of levels.  Ability to produce marketing materials and newsletters.  Computer literate.  Understanding of confidentiality issues.  Understanding of issues of diversity and the principles of equal opportunities. |  |
| **General** | This post is subject to the Rehabilitation of Offenders Act (Exceptions Order) 1975. It will be necessary for a Disclosure to be made by the Disclosure and Barring Service for details of any previous criminal convictions. |  |