

# JOB DESCRIPTION

|  |  |
| --- | --- |
| **EMPLOYER:** | RISE |
| **ADDRESS:** | Community Base, 113 Queens Road, Brighton, BN1 3XG |
| **JOB TITLE:** | Team Leader |
| **RESPONSIBLE TO:** | RISE Operational or Senior Manager |
| **RESPONSIBLE FOR:** | Casework and Community workers and volunteers |
| **SALARY GRADE:** | £38,450 pro rata |
| **WORKING HOURS:** | 30 hrs pw |
| **SPECIAL CONDITIONS:** | Some out of hours (evening and weekend) work will be required. Some local travel will be expected. |
| **BASED AT:** | RISE premises and community partnership locations |
| **DATE REVISED:** | July 2025 |

**JOB SUMMARY**

The RISE Team Leader will be a skilled independent domestic and sexual violence advocate who will oversee a small team of case and group workers as well as managing Helpline volunteers. She will be a qualified IDVA and ISVA or be willing to complete the accreditations in the first six months in post.

She will hold a caseload of her own and coordinate a team providing support and guidance through a range of interventions and support offers working closely with an experienced Manager and other Team Leaders. Together with their team they will build, maintain and create links to deliver survivor-focussed, trauma aware support to help survivors and their family to cope and recover.

They will be the lead on developing, implementing and coordinating the Casework and Community work with day-to-day practice oversight of staff and volunteers. The Team Leader will work co-operatively and flexibly alongside RISE colleagues providing expert input and contributing the effective running of the organisation as a whole.

|  |  |
| --- | --- |
|  | **MAIN DUTIES** |
| **1** | **STRATEGIC/SERVICE DEVELOPMENT** |
| 1.1 | Work closely with managers to build relationships and networks working with appropriate agencies, attending inter-agency forums and participating in joint work as required; |
| 1.2 | Develop targeted engagement with relevant partners to create smooth pathways for support for survivors of domestic and sexual abuse and violence; |
| 1.3 | Work with the operational manager to explore and develop opportunities for expansion and extension of team building on the best evidence in our field; |
| 1.4 | Develop bespoke services and offers for survivors to access in a safe, trauma-informed environment. |
| 1.5 | Provide training and consultancy service to local agencies as required; |
| 1.6 | Take a systematic and strategic approach to collecting key learning and evidence from the project in order to advance and improve the support offered to women seeking help; |
| 1.7 | Contribute and participate in organisational strategic planning days and in events which help to raise the profile or funds for RISE; |
| 1.8 | Attend relevant external strategic and operational meetings as relevant to their role; |
| 1.9 | Influencing local policy and feeding into the wider local and national agenda as required; |
| **2** | **CASEWORK / OPERATIONAL DUTIES** |
| 2.1 | Casework referrals prioritising high risk of harm clients, assessing their safeguarding, support and safety needs, responding to referring agents in a timely fashion as well as building on their strengths and assets; |
| 2.2 | Provide flexible, high quality support to survivors of domestic abuse, develop support networks and help sustain health and wellbeing and recovery. |
| 2.3 | Provide high quality, trauma informed and strengths-based information, advice and advocacy to service users over the telephone, one to one and/or in a group context around domestic and sexual violence and abuse / and or other VAWG crime type. |
| 2.4 | Assess the needs of people referred to the service and assess the risks they are subject to and identify the services appropriate to their needs and prioritise accordingly |
| 2.5 | Refer into other RISE services for a holistic response to the client’s needs including into counselling, children’s work and if risks escalate to appropriate high risk services. |
| 2.6 | Carry out appropriate case recording, ensuring key performance indicators are accurately captured and keep accurate client records as required, and that these are securely stored in a fashion agreed by RISE |
| 2.7 | Deliver group interventions and workshops to RISE service users as required and input to online training offer |
| 2.8 | Recruit and manage staff, providing staff supervision, performance management and celebrating successes |
| 2.9 | Collaborate with and (where appropriate) provide information to other agencies in accordance with RISE's Data and Information Sharing Agreements, Confidentiality and Adult and Child Safeguarding policies. |
| 2.10 | Attend team and case management meetings, team debrief, team support sessions and clinical supervision as required. |

|  |  |
| --- | --- |
| **3.** | **CHILDREN, YOUNG PEOPLE AND FAMILIES** |
| 3.1 | Work to ensure the highest levels of safeguarding and that children’s rights to safety are protected having particular regard to child protection issues and the needs of children who have experienced abuse, working with non-abusing parents wherever possible. |
| 3.2 | Create a safe and supportive environment for any children and young people who are associated with the service, ensuring safe and appropriate childcare and activities are provided if needed. |
| **4.** | **QUALITY ASSURANCE & MONITORING** |
| 4.1 | Assist in ensuring that budgets are adhered to, and financial systems maintained; |
| 4.2 | Ensure that monitoring systems are adhered to and participate in preparation of research and reports ensuring accurate recording of client contacts and outputs, in-line with RISE and funder expectations; |
| 4.3 | Oversee the work of volunteers, students and sessional workers on a day to day basis as required. |
| 4.4 | Attend meetings, training and supervision as required. |
| **5.** | **GENERAL DUTIES** |
| 5.1 | At all times protect the safety and security of RISE, service users, staff, volunteers and buildings, and the confidentiality of records and other information. |
| 5.2 | Uphold the rights of people who have experienced domestic violence, advocating vigorously for them while offering protective strategies, and appropriate safe services |
| 5.3 | Adhere to RISE’s Values, Code of Conduct, policies and procedures. |
| 5.4 | Adhere to theterms of relevant legislation, and keep abreast of any changes or proposed changes in relevant legislation, policy and practice |
| 5.5 | Undertake such other duties, appropriate to the grade and character of the work, as may be reasonably required. |

RISE is a continuous development organisation and successful candidates will be required to have an open and flexible approach to change. The job description sets out the duties of the post at the time it was drawn up and will be reviewed as necessary. Duties may vary without changing the general character of the job or the level of responsibility entailed. Such variations are a common occurrence and cannot in themselves justify a reconsideration of the grading of the post.

**PERSON SPECIFICATION:**

**RISE Team Leader**

**E = Essential**

**D = Desirable**

**The Team Leader will possess:**

**KNOWLEDGE AND QUALIFICATIONS:**

|  |  |  |
| --- | --- | --- |
|  | An appropriate relevant qualification such as Safe Lives/Women’s Aid IDVA training and/or ISVA training (training can be provided). | D |
|  | A good working knowledge of issues relating to domestic and sexual violence and the wider VAWG agenda | E |
|  | A good working knowledge of relevant legislation e.g. DVA Act, matrimonial, coercive control, criminal, children and adult safeguarding. | E |
|  | A good working knowledge of operational management in the context of DVA and SVA with an understanding of the criminal justice system (particularly MARAC, MAPPA, MATAC, police, SARC and criminal and civil court) and other options available to survivors of domestic and sexual violence | E |

**SKILLS & EXPERIENCE:**

|  |  |  |
| --- | --- | --- |
|  | Experienced in working to support and safeguard adults (mostly women) and children including traumatised and vulnerable survivors experiencing multiple complexity. You will have demonstrable skills in risk assessing situations on the spot, making sound judgements; | E |
|  | Experience of effective inter-agency work and awareness of needs of other professional agencies with excellent collaboration and partnership working skills. | E |
|  | Experience of strengths-based advice giving and advocacy with the ability to advocate with women and children to challenge decisions. | E |
|  | Experience of assisting with developing and delivering training and setting up and running workshops. | E |
|  | The ability to oversee a staff team on a day to day basis and effectively manage all aspects of performance as well as recruiting and managing staff, providing staff supervision, performance management and celebrating successes. | D |
|  | Good written, and verbal case management case skills and the ability to record monitoring and other information accurately, in line with GDPR and concisely, overseeing others to do so; | E |
|  | Good IT and organisational skills and the ability to prioritise own work and use a standard case management database; | E |
|  | Competent in involving service users in design delivery and evaluation of services | E |
|  | The ability to work effectively under pressure within a stressful environment, and to deal with difficult or unpredictable situations and maintain appropriate professional boundaries with service users, colleagues, and your own work-life balance. | E |
|  | A strong team player, at RISE this means being able to communicate effectively, work collaboratively, provide support and encouragement to others, being able to compromise and to be flexible. | E |

Other:

|  |  |  |
| --- | --- | --- |
|  | A firm commitment to promote the rights of women, children and other disadvantaged groups and to work within RISE’s feminist theoretical framework, policies and core values. | E |

**RISE CORE COMPETENCIES (TESTED IN INTERVIEW):**

|  |  |  |
| --- | --- | --- |
|  | **Communication:** ability to communicate clearly, concisely and in a timely manner, avoids jargon and adapts style to needs of audience. Communicates in a manner that is consistent with RISE policies and procedures, showing respect for culture and beliefs. Gives people the opportunity to check their understanding and ask questions. | E |
|  | **Effective delivery:** ability to plan, prioritise and make improvements in order to achieve personal, team and organisational objectives within a timescale. Being proactive, taking an organised and engaged approach. | E |
|  | **Living RISE values:** is positive and self-aware, possessing RISE ethos and philosophy demonstrated through their behaviour that reflects RISE Values WHICH focus on Walking Together, Giving Voice, Building on Strengths and Creating Community with survivors whilst Being Ambitious and Pragmatic in our work. | E |
|  | **External orientation:** seeks information about the external environment on issues relevant to RISE. Keeps up to date on development to their role or team. Builds own awareness of the bigger picture. Generates new ideas and innovative solutions and creates tactical fixes to problems at hand. | E |
|  | **Safeguarding vulnerable adults and children**: uses risk assessments to plan and carry out work, familiarises self of health and safety, safeguarding and security procedures, operating within the limits of their own role. Follows safeguarding policies and procedures when undertaking work with vulnerable adults, younger people and children. Takes appropriate and immediate action to deal with health and environmental Emergencies. Promotes the wellbeing and safety of colleagues and service users. | E |
|  | **RISE Management Core Competencies** |  | |
|  | **Leadership:** thinks beyond the boundaries of their role, is creative and motivates others to do so. Consultative but directive when appropriate. Networks, negotiates and positively influences others thinking and actions. | E | |
|  | **People management:** manages the relationship with line staff in a way that recognises value, allows staff to develop their potential whilst achieving objectives. Delegates effectively and appropriately, and workloads are manageable over the longer term. Uses the performance management system to monitor and evaluate staff performance. | E | |
|  | **Conflict management:** sees conflict as an opportunity for growth and learning. Is able to apply a fair, consistent, and solution focused approach to conflict management. Anticipates and responds rapidly and appropriately to issues as they arise. | E | |
|  | **Project management:** ensures the safe operation and delivery of the project according to plan, needs of service users and funders requirements. Monitors and evaluates services to ensure quality assurance standards are understood and maintained including performance indicators and outcomes. Prepares and delivers monitoring and evaluation reports for funders and for promotional purpose. Is able to construct bids and tenders for new services. | E | |
|  | **Financial and commercial awareness:** has a good understanding of financial systems, is able to participate in budget setting and manage budgets as required. | E | |
|  | **Fundraising:** demonstrates a good understanding of how services are funded and raises funds for and participates in organisation fundraising initiatives. Encourages and motivates staff/team members in their active participation and support for RISE fundraising activities. | E | |
|  | **Monitoring and Evaluation and Quality:** maintains effective systems for quality assurance and accountability with funders. Has a good understanding of RISE monitoring, evaluation and information systems including setting performance indicators and outcomes for individual/organisation projects and services. Prepares and delivers monitoring and evaluation reports for funders and for promotional purposes. | E | |