

## **Alana House Women's Community Project Team Leader**



### **Job Description**

**Line manager: Alana House Manager**

**Direct reports: Alana House Support Workers**

### **Diversity Commitment**

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**Having regard to the nature and context of the work, there is a genuine occupational requirement permitted under the Equality Act 2010 that this post is only available to female applicants.**

PACT is a supportive and respectful place where people are passionate about making a positive difference to the lives of women, children and families from many different backgrounds. We continuously look to progress the ways in which we create families and bring people together and encourage applications from people across all communities. We are committed to ensuring that our people and our services reflect the diversity of the communities we serve and applications from people from under-represented groups are particularly welcomed.

### **The Role**

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Alana House is an innovative women's community project that uses a holistic approach to support women facing multiple disadvantages, including those at risk of offending. It provides a safe, women only space with the aim to empower and enable women to access the support they need, and improve the outcomes for them, their families and the wider community. Alana House provides holistic support for the women, based around the 9 Pathways to Reducing Offending, set out in the Corston report:

- Housing and homelessness
- Substance misuse and alcohol abuse
- Parenting, relationships and families
- Attitudes, thinking and behaviour
- Education, training and employment
- Budgeting and debt management
- Health including mental and physical wellbeing, and learning difficulties

- Domestic violence
- Sex Working

You will be responsible for leading a team of Support Workers to achieve the positive engagement of service users which leads to positive outcomes. As Team Leader, you will ensure day to day services are planned, co-ordinated and delivered effectively as well as caseload management across the team, which will include responsibility for your own caseload

You will also ensure all resources within the centre are well-maintained, high quality, fit for purpose and utilised fully and effectively.

You will work alongside, and provide support to, the Alana House Managers so that Alana House ultimately achieves its goals.

Maintaining an overview of deliverables and funding streams, you will manage and support your team to ensure KPIs are met, and data is collected for timely and accurate reporting.

You will manage your own individual caseload of direct one to one support and group work sessions. This will require you to hold regular outcomes-focused meetings with service users; including one to ones, assisting with support plans, arranging follow up meetings, outreach and referrals to Alana House partners and other agencies, assisting and leading with group work and facilitating drop-ins.

Staff can improve their skills through training made available to Alana House and are expected to share their learnings gained with colleagues through discussion and team meetings.

## **Key Tasks**

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O	Manage a team of Support Workers: monitoring and addressing performance and progress to ensure KPIs and goals are met
O	Provide case supervision allocated to varying funding streams, monitoring length, level and effectiveness of support and ensuring case management paperwork is accurately maintained and used effectively
O	Provide 1-1 scheduled and crisis support for own caseload at Alana House or another appropriate venue; proactively exploring the barriers women may face when engaging with support
O	Plan and co-ordinate the activity programme; liaising with delivery partners and ensuring activities are planned proactively, and respond to service user delivery requirements
O	Ensure group work and courses include appropriate assessment and evaluations to evidence impact for service users and enable reflection and learning for the team
O	Provide support to or lead groups and courses when required

O	Ensure new referrals are assessed, allocated for support or signposted to more appropriate services, within required time scales
O	In discussion with the service users and the Support Workers, regularly review the effectiveness of the support offered making changes as required, working towards an exit strategy that maintains independent and sustainable living
O	Fully contribute as an integral part of the Alana House team, providing support for other members of the team and ensuring effective flow of information with the Alana House Managers and support workers Deputise for the Alana House Managers as required
O	Fully understand deliverables within various funding streams. Ensure effective planning and progress tracking of caseloads and work within budgets provided for projects, events or specific funding streams, monitoring expenditure and ensuring invoices paid and records maintained.
O	Coordinate and provide support with collection of data and completion of reporting, working with the Alana House Manager, Support Workers and the Database Officer to ensure timely and accurate completion of both internal and external reports
O	Maintain appropriate records, statistics and information, both quantitative and qualitative, for monitoring purposes. Contribute to the evaluation of the effectiveness of the programme to allow for on-going development
O	Monitor service provision for group only attendance, ensuring attendance levels are managed and engagement effectively contributes to meeting support needs
O	Provide effective team management through ongoing support, supervision, identifying learning and development opportunities and ensure effective performance management of team
O	Ensure all staff, volunteers, visiting professionals and service users are safe including: ensuring full risk assessments for all referrals and activities are carried out satisfactorily and that the team are effectively supported in managing and documenting any safeguarding concerns, with appropriate information sharing with the Managers, wider PACT and external partners as required.

O	Partner with a range of agencies and the Alana House Manager to promote Alana House to women who are likely to benefit from the support
O	Help women to access wider ranges of community and statutory services and provide support to overcome barriers, real or perceived
O	Refer women to other local agencies when it is appropriate and support the take up of the referral
O	Oversee identifying, training and supporting service user representatives and peer mentors as appropriate
O	Support allocated volunteers to ensure effective engagement
O	In coordination with the Alana House Managers, contribute to ensuring team meetings are productive, provide information, support and training, in addressing needs of the service and strengthening positive team dynamics
O	Attend partnership meetings, service user forums and specific funder related steering groups where appropriate, and chair as required
O	Provide cover for answering the telephone, receiving, making and logging calls to book appointments and chase referrals

#### **Additional Duties**

O	Share and undertake opportunities for Communities funding and service development, supporting the Head of Communities, Alana House Manager and Fundraising team with opportunities for fundraising and promotion of PACT services
O	To undertake any other duties deemed commensurate with this post as directed by the line manager
O	To take responsibility for and be committed to personal and professional development and keep up to date with law, regulation, guidance, standards, Government policy and research relating to all aspects of the work
O	To safeguard and protect vulnerable adults and children in accordance with PACT's Policies and Procedures at all times
O	Demonstrate a commitment to promoting equality, diversity and inclusion in the workplace

## Person specification

Essential Attributes	
O	Minimum NVQ level 4 qualification in relevant area of work, or equivalent qualification or professional experience
O	Highly demonstrable people management skills: can encourage, motivate, support and develop a team as well as monitor and manage performance; holds previous experience within a team leader role
O	Previous experience of leading successful projects and can demonstrate success within the full project management cycle: create, implement, develop, monitor and review
O	Experience coordinating and planning service delivery and can plan, adapt, deliver, and evaluate group work programmes to meet the needs of vulnerable women and enable women to make positive change
O	An in-depth knowledge of issues facing women offenders and those at risk of offending; both in and out of the Criminal Justice System and familiarity with the Corston Report - relating its relevance to Alana House service delivery and development
O	Significant experience of providing 121 support to women experiencing issues related to the 9 pathways , (or other relevant work area, preferably within criminal justice setting; diverting from or reducing risk of offending behaviour
O	Experience of setting and maintaining professional boundaries with service users whilst delivering an excellent standard of service, including how to respond appropriately to challenging behaviour, de-escalate tension, and enable women to manage strong feelings in a safe manner
O	Makes thorough and balanced assessments of individuals and their situations and motivate change in others, experienced in using motivational interviewing techniques
O	Assesses and manages risk and safeguarding concerns appropriately with experience of guiding others through appropriate decision making
O	Experience of working in partnership with relevant statutory and voluntary groups, partners and agencies to develop and maintain strong constructive working relationships
O	Experience of constructing detailed and accurate qualitative and quantitative reports for a variety of audiences, capturing progress, outcomes and evidence of impact.
O	Maintains accurate records and case management documents
O	Demonstrates a good understanding of, and ability to work within, the policy framework of equality of opportunity, anti-discriminatory practice and managing diversity
O	Demonstrates an understanding of the principles of data protection and its relevance to the service
O	Manages a complex workload, is organised and can plan and prioritise efficiently whilst remaining positive and adaptable
O	Effective interpersonal skills with the ability to listen and communicate effectively with a wide range of internal and external stakeholders and colleagues. Fluent in written and

	spoken English
O	Works autonomously and collaboratively as part of a team; working towards shared goals and objectives
O	Proficient in use of Microsoft Office: Outlook, Word, Excel, database systems and virtual tools: Teams and Zoom
<b>Desirable attributes</b>	
O	Social Work Qualification or relevant qualification
O	Use of vehicle and qualified current UK licensed driver

This role involves working at our Alana House in Reading, as well as working with multi-disciplinary teams and key stakeholders off-site across Berkshire.

PACT is committed to safeguarding and promoting the welfare of children, young people and vulnerable adults. This post is subject to an Enhanced DBS check, and/or where applicable, overseas checks. Having a criminal record will not necessarily prevent individuals from working with us. An open and balanced discussion takes place about any offences or other matters that might be considered relevant to the role.