

NORTH SURREY DOMESTIC ABUSE SERVICES

We are looking for a compassionate and skilled Team Leader Domestic Abuse Outreach to provide direct support, advocacy, and outreach services for individuals experiencing domestic abuse in Elmbridge, Epsom & Ewell, and Spelthorne. In this role, you will empower clients by offering emotional and practical support, safety planning, risk assessments, and guidance on accessing key services, such as legal aid, housing, and benefits.

If you are passionate about supporting survivors and committed to making a difference, we would love to hear from you. We are seeking a dedicated and approachable individual with strong communication skills, an understanding of safeguarding frameworks, and experience working with victims of domestic abuse.

Please note: This post is restricted to female applicants in accordance with Schedule 9 (part 1) of the Equality Act 201

JOB DESCRIPTION

POST TITLE	Team Leader Domestic Abuse Outreach
DAYS / HOURS	21 hours per week, Mondays, Wednesdays and Fridays 9am to 4.30pm
SALARY	From £28,000
DURATION	6-12 Month Contract
REPORTS TO	CEO
LOCATION	Walton-on-Thames office
HOLIDAY & PENSION	20 days holiday per annum plus paid Bank Holidays, increasing with each full year of service up to 30 days and option of enrolment in pension scheme

1. ACCOUNTABILITY

The post holder is accountable to NSDAS's CEO and will be supervised by the Services Manager.

2. KEY AREAS OF RESPONSIBILITY

- To lead and support the outreach team to deliver a high-quality service.
- To offer a domestic abuse outreach service to all members of the communities within the designated operational area of NSDAS.
- To encourage multi-agency and joint working in response to domestic abuse and raise the profile of NSDAS with statutory and voluntary agencies based in our operational area. This will include partnership working with the police.
- To encourage survivor participation in all aspects of NSDAS including future policy, practice and services.

3. DIRECT WORK WITH CLIENTS AND THEIR CHILDREN

Objective: To empower survivors of domestic abuse in order that they may improve the quality of their lives by

- Providing skilled practical help, advice, and emotional support to enable clients to reach an informed decision regarding their future.
- Enabling and encouraging clients to take advantage of all services relevant to resolving their problems such as legal advice, housing and benefits rights, education, medical treatment, counselling etc. Assist clients in gaining access to existing services or professionals who can provide appropriately skilled help.
- Understanding risk and safeguarding issues and acting appropriately in relation to risk at all times.
- Assessing risk for example to children and the statutory implications of this and involve other agencies as appropriate.
- Providing advice and information to other agencies/organizations and individuals who may be working with survivors.
- Being mindful at all times of the personal safety of clients and yourself.
- Working within national, county and NSDAS guidelines, particularly in relation to good practice.
- Reducing client's isolation and encouraging them back into the community.
- Encouraging clients to make use of the range of services offered by NSDAS including support groups and counselling, as appropriate to their needs.
- Liaising with other organizations and agencies where there is a joint or multiple approach to a client, and being aware that inter-agency co-operation is an integral and essential.

4. TEAM LEAD RESPONSIBILITIES

- To assist the Services Manager with the induction, training, and monitoring of outreach workers.
- To provide leadership and casework guidance to outreach team in the absence of the SM.

- To cover and or minute outreach team meetings
- To lead on peer support meetings
- To lead the Triage system of assessing referrals into the adult outreach service
- Monitor the efficacy of Triage and liaise with Services Manager
- To dip sample adult outreach cases and OASIS case maintenance to ensure all records are accurate, and update to meet terms of contract.
- To monitor and enforce OASIS compliance within the outreach team.
- To devise and implement new operational processes on OASIS at the request of services manager
- To attend MARAC and delegate and monitor IDVA actions when needed

5. GENERAL

- Maintain relevant records on clients and ensure such records are kept up to date. Be aware of the requirements of the Data Protection Act.
- Undertake such general office duties as your position requires.
- Maintain such statistical information as may be required by NSDAS and in the prescribed format.
- Participate in updating NSDAS's information and resources, and in particular keep abreast of legislation and policy which have a bearing on your clients' needs.
- Disseminate information to other employees, agencies and NSDAS members at meetings.
- Participate in producing an Annual Report, Annual Review, and project planning.
- Attend meetings of NSDAS, and any other meetings, which are in the interests of the organization and your position. Such undertakings to be decided in consultation with the Chief Executive Officer or Services Manager.
- Assess the effectiveness of our service from the user perspective; together with the response clients receive from other agencies with whom they have contact.
- To be willing to deliver training to other agencies and organizations.
- To carry out any other duties which are relevant to the post, as agreed from time to time by the Chief Executive Officer, Services Manager, and yourself.

6. ATTITUDES & APTITUDES

- An understanding of, and a commitment and active approach to Equal Opportunities.
- A commitment to good professional practice and the provision of a high-quality service.
- A willingness to be flexible in response to the needs of clients and NSDAS service.
- The ability to empathize and to be non-judgmental, thereby allowing clients to work through their problems at their pace and to make their own decisions.
- To undertake relevant training.

We recognise the positive value of diversity, promoting equality and fairness, and challenging discrimination. We welcome our legal duties not to discriminate as a service provider and an employer. We aim to go beyond the narrow scope of legislative compliance and follow best practice, making equality, fairness and diversity a

fundamental part of all our activities. We recognise people with different backgrounds, skills, attitudes and experiences bring fresh ideas and perceptions, and we wish to encourage and harness these differences to make our services more relevant and approachable.