

Beacon Team Leader

Job Description and Personal Specification

Job title:	Beacon Team Leader
Place of work:	Victim Service
Hours of work:	37.5 per week
Salary/Grade:	Operational – Team Leader
Reports to:	Deputy Head of Service
Level of screening:	Enhanced DBS Police Vetting – NPPV2

Who we are



Catch22 is a social business which design and delivers services that build resilience and aspiration in people and communities. We believe that people can thrive when they have a good place to live, good people around them, and a fulfilling purpose. We call these our '3Ps'.

All Catch22 services deliver at least one (and often all three) of these outcomes.

If you share our values and commitment to transforming people's lives, get in touch!

Where you fit in

About Beacon Victim Care

At Beacon, we believe that no victim should be left behind. We help victims and witnesses in Hertfordshire to cope and recover from the impact of crime, regardless of how long ago it happened, or whether it was reported to the police.

Our team use victim centred and restorative approaches by putting the individual's needs first. This is completed by conducting a needs assessment which takes into account the impact and harm caused by the crime. This includes any physical, emotional, psychological or financial hardships caused. From the needs assessment, our Case Managers develop a package of support tailored to the individual's needs.

Main Duties & Accountabilities

- To ensure day to day delivery of the hub under the line management of the Head of Service and in line with the local policy and procedures.

- To maximise the performance and contribution of staff in meeting the objectives of the service and through staff supervision, performance management, workload management, appraisal, training, consultation and service/team meetings.
- To ensure cases are effectively managed and services delivered within the agreed programme management framework.
- To provide casework and undertake casework for highly complex or crisis cases as required for family members including children and young people.
- To deliver high quality restorative interventions with the families
- To deliver programmes to service users in a group setting
- To ensure all relevant case information is appropriately recorded in line with the contract requirements.
- Ensure all staff are vetted and cleared to the levels required by Catch22 and the police to both enter and work within police premises and have access to required crime management systems
- To ensure all team members are supported through Catch22's supervision and annual appraisal processes compliant with agreed policies, procedures and timescales
- To manage the recruitment, induction, training and development of staff ensuring a consistent and dependable workforce
- To ensure appropriate checks and governance is in place to monitor and control levels of appropriate access and use of police and criminal justice crime management systems adhering to agreed user policies
- In liaison with the Head of Service to ensure the maintenance of the team's database and compliance entry to systems for the purposes of casework recording, monitoring and evaluating service provision.
- Manage complaints from service users and professionals in line with agreed local and Catch22 policies and procedures
- To ensure that relevant delivery plans and reviews are in place within the required timescales and reports to the Head of Service are prepared in a timely fashion, using established monitoring systems
- To consistently review and continuously improve links to and relationships with primary referral providers
- To ensure Case Managers refer to and/or liaise with specialist pathway intervention providers and wider support services and organisations to best meet service user needs
- To ensure that all reasonable steps are put in place to facilitate the best support to service users to help them cope and recover

- To ensure all relevant risks and issues in relation to the service are identified and managed appropriately through escalation routes with the Head of Service.
- To assist the Head of Service in developing systems to ensure effective service delivery within an equal opportunities framework and promote anti discriminatory practice in all aspects of the work.
- In liaison with the respective Case Managers, ensure that all activity has been successfully planned, delivered and recorded on system
- To ensure case records are captured contemporaneously, are factual, defensible and time bound to each event
- To ensure all adult and young people safeguarding risks are managed in accordance with policy and escalated through referrals and defensible disclosure to the relevant authority
- Ensure appropriate restorative interventions are routinely facilitated and families are supported in congruence with the restorative element of the service
- To undertake percentage of daily/monthly casefile checks to ensure consistent quality of service delivery recording findings and learning shared within supervision records
- To manage a team holiday rota to ensure the operational needs of the service are covered and maintained at all times
- To maintain an active interest in and have a good working knowledge of welfare rights, housing, employment and health issues affecting victims and to disseminate this as required
- To promote a learning culture within the service environment sharing best practice and cross team learning with multidiscipline within the team
- To maintain and manage stakeholder relationships through attendance at key events, membership of groups and forums and regular meetings with opposite team leaders in key organisations
- To actively promote the service at stakeholder events, through the website and as part of a joint communications strategy between Catch22 and the Office of the Police and Crime Commissioner
- In liaison with the Head of Service to participate in the development of team objectives
- To attend and contribute to Local Performance Management and review meetings, as required
- To monitor and prepare management information and performance reports as required by both Catch22 and the service
- To ensure mechanisms are in place to track and monitor team outputs and key performance indicators taking appropriate expedient action to consistently maintain service delivery expectations
- Senior Case Manager oversight and daily line management of the health and safety of all staff including on site risk assessments and lone working arrangements

- Positively promote an environment within Catch22 which respects and values the diversity of both staff and service users
- Ensure that Catch22's code of conduct is adhered to at all times by Catch22 staff working within the service
- Line management responsibility to ensure absenteeism and lateness is monitored effectively ensuring compliance does not fall below the agreed levels for the organisation following the direction of Catch22 policy to seek support and guidance where unique circumstances may occur
- Ensure that all data and information is managed, stored and destroyed in line with agreed data management policies compliant with the Data Protection Act 1988 and 2003 and GDPR
- Promote a clear desk policy and adherence to all IT screen lock and privacy policies

What does good look like for this role?

As Beacon Team Leader, with responsibility for the effective running of the Family Hub on a day-to-day basis, you will have a great opportunity to be involved in a number of varied projects working at the heart of the delivery of our strategic ambition. Good will look like the following:

- A confident, professional, and creative individual with a 'can-do' approach
- Responsive to pressure and change – flexible and adaptable to sustain performance.
- Ability to build and manage relationships, share knowledge and skills to deliver shared goals
- Working collaboratively across the whole of Catch22 to ensure we make best use of our wealth of skills and experience.
- Excellent communication skills with the ability to influence key stakeholders and retain confidentiality at all times.

Organisational Relationships

- Reports to Deputy Head of Service, Victim Service
- Liaises closely with key stakeholders such as Directors, Assistant Directors, Service Managers, Employees, Volunteers, Commissioners, and Representatives of other local stakeholder groups.

CATCH22 VALUES	
 WE'RE COMPASSIONATE: We care about people – supporting them to move forward.	 WE'RE COLLABORATIVE: We do things with people, not to them.
 WE EMPOWER OTHERS: We give people the knowledge, skills and opportunities to thrive.	 WE'RE CURIOUS: We explore, innovate and challenge to improve what we do.

Senior Family Case Manager: Person Specification			
COMPETENCY	ESSENTIAL	DESIRABLE	ASSESSMENT
QUALIFICATIONS	Educated to good standard, including as a minimum GCSE level English and maths	A qualification relevant to line management and/or working with under-supported people.	Application/interview
KNOWLEDGE	Knowledge of domestic abuse and its complexities when existing in the family home. Knowledge of safety planning and safeguarding.	Knowledge of restorative interventions	Application/interview
EXPERIENCE	Experience of leading case work and teams working with vulnerable people and children and young people.	Experience of delivering group work with service users Experience working directly with children and young people	Application/interview
SKILLS & ABILITIES	Ability to work on an inter-agency basis The ability to listen and communicate to an acceptable standard both verbally and in writing and to disseminate information in an easily understood and appropriate format. The ability to contribute to ongoing assessments of the support needs of victims and to provide appropriate advice and support to them.	The ability and willingness and flexibility to work outside 9-5 office hours. Ability to manage high standards of performance and produce data reports	Application/interview

	Ability to demonstrate empathy with those suffering discrimination and disadvantage. The ability to be creative and innovative when contributing to a new initiative with strong problem solving skills. Risk assessment skills IT literate General organisational and administration skills.		
OTHER	Share Catch22 values Awareness of and commitment to Equality & Diversity Willing to travel and work flexibly Desire to develop and undertake training as required	Access to a car, a current full driving licence and able to buy insurance for business use of the vehicle	Application/interview