



delivering cutting edge services  
to end violence against women and children

Dear Applicant,

**Team Leader (Specialist Refuges),**

This application pack includes

- Information for applicants
- About **nia**
- Advert
- More about this post
- Job Profile
- Person Specification

If you are interested in applying for the job, please download an application form. **When completing it please relate your application to the requirements stated in the person specification**, as shortlisting for interview is dependent on the extent to which your application matches these.

Please complete the application form in full. Please do not include any additional documentation such as Curriculum Vitae, as the Organisation requires candidate's information to be in a standard form on its own application form.

Unfortunately, we are unable to write to applicants who are not shortlisted. Should you not hear from us within two weeks after the closing date, you should assume that on this occasion your application has been unsuccessful.

Your completed application form should be returned marked 'application form and the title of the post (s) that you have applied for ' via email to [administrator@niaendingviolence.org.uk](mailto:administrator@niaendingviolence.org.uk) or by post in a sealed envelope marked "Private & Confidential" to Rachel Evans, **nia** (Recruitment), PO Box 58203, London, N1 3XP by the closing date. Any late applications will not be accepted.

Yours faithfully,

**Karen Ingala Smith**  
**Chief Executive**



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## INFORMATION FOR APPLICANTS

### OUR APPLICATION AND OUR RECRUITMENT PROCESS

#### Applying for a job

**nia's** recruitment policy intends to ensure that every applicant is treated fairly. This means that we are not able to consider previous applications or personal knowledge of you. It means that if already work for **nia**, we do not take into account your personal file.

The information you provide in your application form is the only information we will use in deciding whether or not you will be shortlisted for the selection process. Your application form is therefore very important and the following advice is designed to help you compete it as effectively as possible.

#### Using the person specification

The **person specification** is the list of criteria or requirements regarded as necessary for the post. **To be considered for an interview you have to fulfil each point of the person specification marked "X" in column A (application).**

**NB: Please note the maximum word count is 1000 words.**

Before you fill in the application form look at the person specification and decide how to relate your skills, knowledge and experience to each point. Try not to repeat yourself by using just one area of your experience to cover more than one requirement. Draw upon your past and present jobs or interests; you may discover you have a broader range of skills than you imagined.

Give examples of the work you have been involved in and write in a positive way (e.g. I was responsible for ..... I organised.... etc) Always remember to specify your own responsibilities rather than those of your section or department. The most important thing is to tell us - we are unable to guess or make assumptions.

Remember that voluntary work or work at home can be as valuable as paid employment. It is important that your application relates to the job you are applying for.

#### Completing the application form

Application forms should be filled in as completely and as clearly as possible so that we can consider all candidates on the same basis.

Write out the form in rough first to avoid mistakes and repetitions.



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Make sure you complete the form clearly, and type it or use dark ink (black ink shows up best when photocopied).

In completing the references section, please give as your referees your current and most recent employers where possible.

*Send your form to **nia** on time **and keep a copy.***

If you would like your receipt of application acknowledged, please enclose a stamp-addressed envelope or postcard, which we will return to you.

### **Shortlisting**

After the closing date, the application forms are read very carefully to see how each person's skills and experience relate to the skills and experience in the person specification, and applicants who meet these requirements marked "X" on the A (application) column are shortlisted for interview. **Only information contained in the application will be considered in making the decision to shortlist.**

### **Interviews**

The interview panel is normally made up of three people who ask each candidate questions covering the relevant criteria. The questions are intended to allow you to expand on your application and to show the panel how far you meet the essential requirements of the post. Shortlisted candidates will be asked to complete a task/presentation either at or before the interviews. You will have the opportunity to ask questions about the job, conditions of service etc.

Panel members have to keep a record of their assessment of each candidate so that the reasons of their decision are clear and consistent. You should therefore not be worried about the panel taking notes.

### **Feedback**

If you are unsuccessful and feel that feedback on your application and/or interview would be helpful in applying for other jobs, please email Rachel Evans, Central Services Manager who will be pleased to arrange this for you.



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**nia has been delivering services to women and children who have experienced domestic and sexual violence for over 40 years.**

The organisation has three main aims, which are to provide services for women, children and young people who have experienced male violence, working to end male violence against women and girls, and to inform and influence policy and public awareness. We achieve these aims by

- providing high quality services for women, girls and children who have experienced or are at risk of male violence,
- increasing awareness of violence against women, girls and children and developing services, contributing to research, debate and policy initiatives to prevent it,
- challenging inequality and discrimination and celebrating diversity,
- empowering and supporting women and children, and
- increasing and developing the effectiveness of resources through partnership, collaboration and multi-agency action.

Presently, **nia** is delivering a range of services across London, primarily in the East and North of the city, the majority of which are delivered primarily in an outreach capacity. Our services are continually evolving in order to respond to the needs of marginalised groups and those who experience multiple disadvantage, they currently include:

- **East London Rape Crisis** - for women and girls who have experienced any form of sexual violence -including rape, sexual assault and child sexual abuse - regardless of when it occurred, who it was perpetrated by and whether or not it was reported to the police.
- **The Emma Project** - a pioneering service for women who are escaping domestic and sexual violence and who use substances problematically; more than a third of the women who have lived in the refuge have also been exploited through prostitution. The women who enter the project have frequently been excluded from and/or refused access to other types of refuge provision.
- **Daria House** - a refuge for women who have been sexually exploited, with a particular focus on supporting women who have been exploited through involvement in prostitution. We offer non-judgemental support, information and advocacy. We help women to access housing and welfare benefits, legal advice, healthcare, drug and alcohol services and other specialist services for women in prostitution.
- **London Exiting and Advocacy Project, (LEA)** - offering outreach and one-to-one support to women involved in prostitution. **The LEA Project** helps women access housing, welfare benefits, legal advice, drugs and alcohol services, specialist counselling and routes to exit prostitution. Women are also supported through access to employment training, education, volunteering and sustainable employment.



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- **Independent Domestic Violence Advocacy (IDVA) Services** - We currently operate three different IDVA services in Haringey, Hackney and Newham where outreach workers support women who have been identified by the MARAC as being at high risk of serious domestic violence and homicide. The Hackney and Haringey services are double accredited holding SafeLives Leading Light status and the Advice Quality Standard for casework with women.
- **IRIS** - a GP training programme and advocacy support to improve the health care responses to domestic violence and abuse. **nia** delivers IRIS in Hackney and Haringey
- **The Huggett Women's Centre** run in partnership with DABD and BDCVS in Dagenham for women and girls.

**nia** is part of ASCENT which is a partnership of 22 specialist organisations within the London Violence Against Women and Girls (VAWG) Consortium, delivering a range of services for survivors of domestic and sexual violence.

### Training and Groupwork

We can provide training and groupwork to agencies, professionals, women's groups and young women.

- Areas we specialise in include
- Sexual violence
- Improving healthcare responses to domestic violence and abuse
- Substance use and violence against women
- Prostitution and sexual exploitation
- Working with young women
- Feminist approaches to men's violence against women and girls

### How to contact us

[www.niaendingviolence.org.uk](http://www.niaendingviolence.org.uk)  
[info@niaendingviolence.org.uk](mailto:info@niaendingviolence.org.uk)

Address: P.O. Box 58203, London, N1 3XP  
Telephone 0207 683 1270

Registered Charity Number 1037072  
Registered Company Number 02673624

## Advert

Daria House is nia's specialist accommodation based service for women who have been sexually exploited; particularly those who have been exploited through their involvement in prostitution.

We are seeking to recruit to the following post:

**Job Title:** Team Leader (Specialist Refuges)  
**Hours:** 35 per week  
**Term:** The service is currently funded until 31<sup>st</sup> March 2021  
**Salary:** £26,000- £29,500 (depending on qualifications & experience)

The Team Leader is responsible for ensuring the day to day effective and efficient operation of the refuge, resettlement services and outreach functions of Daria House: nia's specialist accommodation based service for women who have been sexually exploited; with a particular focus on those who have been exploited through their involvement in prostitution.

We're looking for a highly organised and self-motivated woman who is passionate about supporting women. You'll have a 'can-do' approach and demonstrable commitment to nia's feminist approach to supporting women and their children to be safer.

To apply please visit our website [www.niaendingviolence.org.uk](http://www.niaendingviolence.org.uk) and download a job profile and application pack. CV's will **not** be accepted. Applications can be returned via email to [administrator@niaendingviolence.org.uk](mailto:administrator@niaendingviolence.org.uk) or by post in a sealed envelope marked "Private & Confidential" to Rachel Evans, nia, P.O Box 58203, London, N1 3XP.

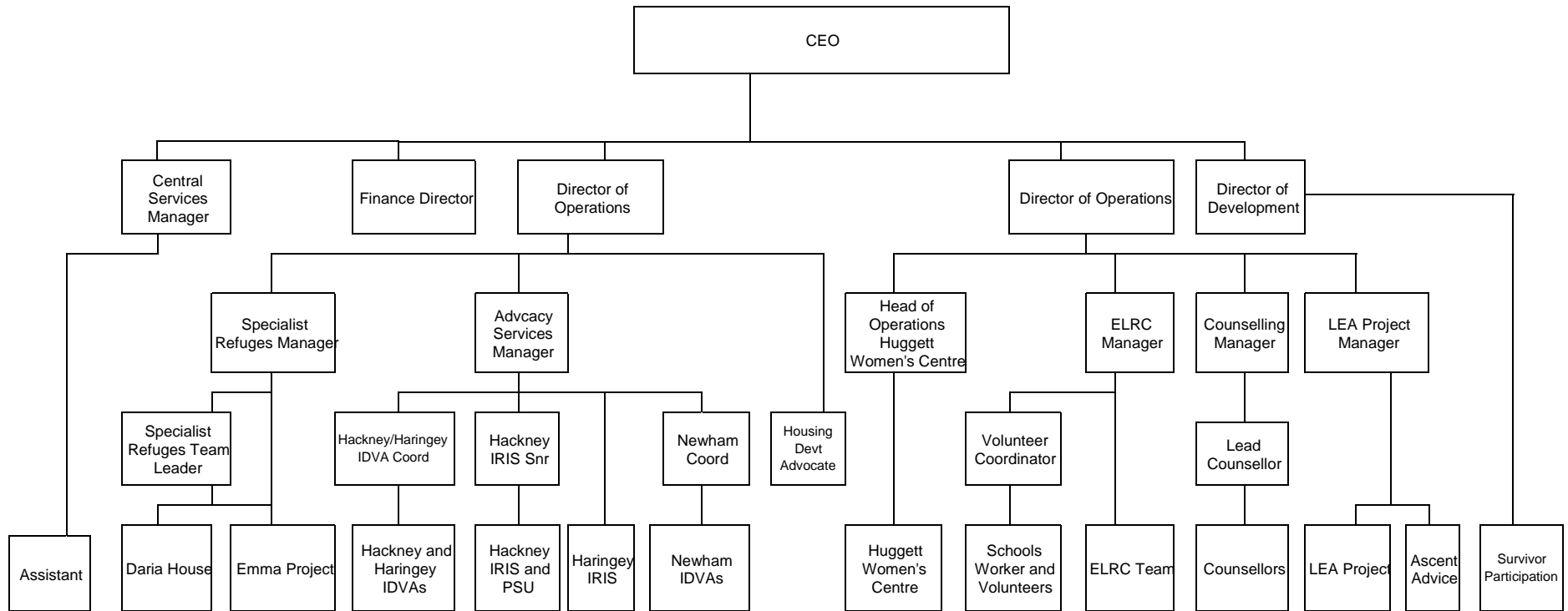
**Closing Date:** **Midnight Sunday 1<sup>st</sup> October 2017**

**Interview Date:** **Wednesday 11<sup>th</sup> October 2017**

The post is subject to an enhanced vetting and barring check and open to women only (exempt under the Equality Act 2010 Schedule 9, Part 1).

Registered Charity No: 1037072

Company Limited by Guarantee No: 02673624



## Job Profile

<b>Position Title:</b>	Team Leader (Specialist Refuges)
<b>Salary:</b>	£26,000 - £29,500
<b>Hours:</b>	35 hours per week
<b>Annual Leave:</b>	30 days
<b>Direct Management of Line Manager:</b>	Support Worker, Assistant Support Workers Manager (Specialist Refuges)

### A. AIMS OF THE POSITION:

To ensure the day to day effective and efficient operation of the refuge and resettlement services, of Daria House: **nia's** specialist accommodation based service for women who have been sexually exploited; particularly those who have been exploited through their involvement in prostitution.

To support the Manager (Specialist Refuges) to ensure a high quality support service is provided across **nia's** specialist refuges.

### B. SPECIFIC AREAS OF RESPONSIBILITY:

#### 1. Operational Management and Support Work

The Team Leader has responsibility for overseeing activities to ensure high quality support and services in accordance with the organisations policies and procedures and current best practice

- To ensure the service users' needs are met through high standards of key working including risk assessment, support planning, safety planning and group work
- The Team Leader will carry a small caseload in addition to overseeing the case work provided by the Support Worker
- To proactively incorporate equalities issues and a positive approach to diversity into day to day working and ensure an effective response to harassment, oppressive practice and discrimination
- To maintain a safe and welcoming environment
- To ensure the building and grounds are in a good state of repair; HMO buildings standards are adhered to, that health and safety legislative and good practice requirements are met and that prompt corrective action is taken where required
- Ensuring the implementation of and adherence to the housing services licence agreement by housing service users
- To ensure service user participation and involvement in the running of the service and their active engagement with the wider community
- To respond to informal and informal complaints as appropriate within the Complaints Policy and Procedures
- To deputise for the Manager (Specialist Refuges) in her absence/as required



## 2. Information and financial management

- Managing the allocation of refuge spaces, maximising the collection and administration of monies i.e. service charge, non-HB rental income etc.
- Supporting the Manager to ensure that the service operates within budget and in compliance with the **nia's** Financial Regulations
- Implementing and monitoring appropriate administration systems
- Developing information resources
- Produce written reports for internal and external use as required
- Contribute to fundraising applications if directed by the Management/Senior Management Team

## 3. Quality, Performance and Partnerships Management

- To work with the management team in developing quality systems to deliver service standards and improve on service performance
- To ensure the timely completion of funder and stakeholder returns
- To ensure any external and internal standards are met and that performance is continually improved
- To maintain constructive and effective working relationships with funders, partners and other stakeholders
- To actively engage with appropriate local, regional and national working groups and fora
- To positively promote the service and **nia** and positively represent the interests of all women, children and young people who have experienced male violence, in particular those who have been exploited through prostitution
- Ensure that the project works in conjunction with other teams within the organisation and adheres to the overall aims and development of **nia**

## 4. Staff management

- Responsibility for the quality of service provided by Support workers and Assistant Support workers ensuring that demonstrable evidence of high quality services is continually collected and collated
- To be responsible for the performance and including training, sickness management, first stage disciplinary and grievance procedures, performance appraisals etc.
- Ensuring that formal and informal support, guidance and case-work management is given to support workers, including monitoring of workloads and ensuring accountability for quality of work
- To maintain a welcoming environment and a 'can-do' approach within the service
- Maintain cover of the project through a rota
- Participating in the recruitment and selection of staff including the induction and probation of new members
- To ensure that the team operate in accordance with **nia** policy and procedure and the team maintains confidentiality of information relating to clients of the service
- Organising and overseeing regular team meetings
- Contributing to employee record keeping, and other administrative forms
- To support the Manager (Specialist Refuges) to ensure adequate staff cover across both sites

## 5. General duties

- The general duties of the position include:
- Acting in accordance with **nia's** policies and procedures.
- Work in a manner which positively promotes the aims and objectives of the organisation.
- Positively upholding and promoting **nia's** feminist ethos and commitment to equality, diversity and anti-discriminatory practices
- Compliance with the Health and Safety at Work Act, and taking reasonable care of personal safety and that of other persons and resources whilst at work
- Attend and participate in regular training when required
- Attend and participate in regular supervision, staff and other meetings as necessary and attending management committee meetings when required.
- Carrying out your own administrative duties
- Undertaking any duties consistent with the post as may be reasonably requested by the Senior Managers, the Chief Executive and Board of Trustees

**Please note this job description is intended to outline the main duties of the post and may change as the post and organisation develops.**

## PERSON SPECIFICATION

### Team Leader (Specialist Refuges)

		A	I	T
1	Substantial experience of working within the Violence Against Women and/or Drug and Alcohol / Homelessness sectors/ and or similar field	X		
2	Knowledge of the issues facing women, children and young people affected by violence against women- specifically sexual exploitation and prostitution- along with the ability to identify women's individual and collective needs	X	X	x
3	Experience of working in a supported housing environment	X	X	x
4	Knowledge of the impacts of a range of substances and the ability to apply this knowledge to work effectively with women who use substances problematically	X	X	x
5	Experience of working in partnership with external agencies and representing an organisation at stakeholder meetings	X		
6	Experience of staff management or demonstrable ability to manage staff	x	x	
7	Excellent communication skills with the ability to communicate effectively <ul style="list-style-type: none"> <li>• with service users and statutory, voluntary and other stakeholders</li> <li>• verbally and in writing</li> </ul> advocating for service users, raising awareness of violence against women issues and representing <b>nia</b>	X	X	X
8	Ability to critically assess own performance and experience of delivering services to meet quality standards and agreed outcomes and outputs		x	x
9	Ability to monitor and evaluate services, including preparing reports for funders and external bodies		x	X
10	Ability to work independently and within a team, to plan and manage a complex workload, meet deadlines, problem-solve and respond to unplanned demands		X	x
11	A broad base of administrative skills including; Word, Powerpoint, Excel and using databases		X	X
12	A feminist perspective on how gender, social, economic, race, cultural, linguistic, religious and sexual orientation issues may impact on people's lives	X	X	X
13	Non-judgemental, non-directive and anti-discriminatory approach to empowering women		X	
14	High level of self-motivation and ability to think creatively with a 'can-do' attitude that can inspire others		X	
15	Evidence of continuing professional development and relevant qualifications/training	X		

### Key to table

<b>A</b>	Application areas will be used to shortlist
<b>T</b>	Tested at interview
<b>I</b>	Tested at interview stage

**Please provide a supporting statement addressing all shortlisting criteria marked with “X” in the Application column (maximum word count: 1000 words).**