

Job Description: Team Leader – Support Work

Reports to	Service Manager
Contract type	Full time, Fixed Term until September 2019
Location	Administrative base in Southwark, working Pan London
Salary	£29,000

About Safer London

Safer London are the leading London charity working to prevent and address gang violence, vulnerability and exploitation among young people. We provide needs led intense support, early intervention and mentoring through our extensive pan London Services. We believe every young person should be given the opportunity, and help to create a better life for themselves, free from exposure to gangs, exploitation and crime.

About the Role

The London Gang Exit (LGE) Service is a consortium partnership between Safer London, Only Connect and Redthread. There is an exciting opportunity to join the delivery team as a team leader.

LGE is a bespoke service for gang affected young people, both those who are involved in and those impacted by gang activity and who have the motivation to make a change. LGE has a focus on those aged 15-24 and our aim is to achieve positive change for young people through advocacy, specialist support and practical tools.

This role forms part of the LGE management team. The post holder will be responsible for delivering interventions to young people as well as line managing support workers. The person will be responsible for effectively engaging with stakeholders, partners and service users ensuring effective case communication and management.

This role will involve working in close partnership with local authorities, the Metropolitan Police, criminal justice agencies, education, health and voluntary sector services to promote and deliver the service and achieve the required outputs and outcomes.

Experience of working in a multi-agency setting and experience of developing and delivering person centered and trauma based support to vulnerable young people are core components of this role. Extensive experience of supporting young men and women from BAME communities with multiple and complex needs would be an advantage.

Specific duties will include:

1. Act as an operational lead for the London Gang Exit Service. Work as part of the LGE management team to support the Service Manager to develop and deliver an effective service.

2. Lead on developing and implementing effective engagement and intervention methods for young people.
3. Ensure the LGE team pro-actively promote the service, deal with any enquiries about the service and provide updates on activity, responding in a timely manner to all queries from professionals.
4. Establish and maintain effective working relationships with multiple delivery partners and key stakeholders across London
5. Act as principal operational link with the secure estate, ensuring information sharing processes and referral pathway are efficient and effective.
6. As part of the LGE management team ensure the programme is meeting its targets.
7. Effectively line manage staff to enable them to deliver high quality work on both a 1-1 and group work basis. Find positive solutions to challenges and support good communication with the wider team.
8. Ensure the LGE team are effectively engaging with referrers and young people and appropriately identifying and assessing needs.
9. Manage a caseload of young people and those of your team to ensure support meets their needs through :
 - a. Undertaking appropriate needs and risks assessments
 - b. Undertaking effective support/actions plans in liaison with the young person and other professionals
 - c. Reviewing strategies regularly with young person and professionals
 - d. Monitoring outcomes and contributing to alternative plans as appropriate.
 - e. Providing ongoing person centred support
10. Ensure the LGE team maintain accurate records and conduct direct work with clients in accordance with Safer London's policies and procedures and with all funders' requirements.
11. Adopt a range of approaches when working with individuals in order to improve wellbeing and address the reasons for their referral through:
 - a. Solution focused approaches and evidence based practice
 - b. Strength based approaches to improve coping capacity and resilience
 - c. 1:1 outreach work
12. Ensure the LGE team advocate on behalf of clients, ensuring the safety and well-being of the individual remains central at all times.
13. Contribute to the mapping of local provisions, gang's partnership arrangements, trends and policies in relation to gangs and serious youth violence across London.
14. Ensure the LGE team make appropriate onward referrals, signposting clients to other support services and positive activities, where the service can't meet the client's needs. Identifying creative solutions to any barriers they face in accessing these services.
15. Support the delivery of training, events, workshops and seminars to young people and professionals to raise awareness and develop their capacity on the areas of gangs and serious youth violence, vulnerability and exploitation.
16. Carry out lone working, as well as working as part of the wider team.
17. Attend and support service development, networking and external meetings as required.

18. Work creatively with colleagues to generate project resources and materials as required.
19. Develop and maintain effective relationships with partners and funders, co-delivery partners and other agencies to support the delivery of the project.
20. Positively contribute to the wider work of the partnership and actively support good communication between all members of staff and volunteers.
21. Undertake any other duties as required and commensurate with the level of this post.
22. Act in a manner that is in keeping with Safer London's values.

Person Specification: Team Leader

Qualifications	Relevant qualification in social care, health, youth & community, criminal justice or demonstrable equivalent experience	A
Experience	<p>Essential</p> <p>Experience of leading a team delivering services for young people</p> <p>Experience of developing and delivering person centred support in a 1:1 setting for vulnerable young people</p> <p>Experience of engaging hard to reach young people</p> <p>Experience of developing and managing partnerships and relationships with multiple stakeholders and across multiple locations</p> <p>Experience of working in partnership with agencies in the following sectors; criminal justice, secure estate, social care, housing, health, CSE/VAWG and voluntary and community sector</p> <p>Experience of managing a team and line management of staff</p> <p>Experience of working within the sectors of gangs and youth violence</p> <p>Experience of safeguarding young people</p> <p>Track record of engagement and influencing stakeholders</p> <p>Experience of case management, data collection and outcome monitoring systems</p> <p>Desirable</p> <p>Experience of managing staff on secondment</p> <p>Experience of reporting back to partners and funders</p> <p>Experience of working in agencies in the following sectors; criminal justice, secure estate, social care, housing and health</p>	<p>A, I + T</p> <p>A, I + T</p> <p>I</p> <p>A + I</p> <p>A + I</p> <p>I</p> <p>I</p> <p>I + T</p> <p>I</p> <p>I</p> <p>I</p> <p>I</p> <p>I</p> <p>I</p> <p>I</p>
Knowledge	<p>Commitment to diversity and equality, and experience of applying these principles in the workplace</p> <p>Health, safety and safeguarding legislation, and best practice procedures as they relate to working with children, young people and vulnerable adults</p> <p>Problem solving techniques and decision making practices</p> <p>Good practice in relation to serious youth violence and gangs, child sexual exploitation and harmful sexual behaviour</p> <p>Good understanding of agencies working within the following sectors; criminal justice, secure estate, social care, housing, health, CSE/VAWG and voluntary sector and the relevant referral processes</p>	<p>A + I</p> <p>A + I</p> <p>I</p> <p>I</p> <p>I + T</p>
Skills	<p>Ability to support and develop a team</p> <p>Effective performance management skills</p>	<p>I</p> <p>I</p>

	Excellent interpersonal skills	I
	Highly effective written and verbal communication skills	A, I + T
	Extensive IT skills and use of databases	I
	Ability to generate trust and credibility when working in a team and be reliable, approachable and discreet	I
	Commitment to personal development and self-reflection	A

Method of assessment: A=Application, I=Interview, T=Test

Additional Information: Team Leader

Disclosure and Barring Service

This post is subject to an enhanced DBS check.

Hours of work

The post is a full time role (37.5 hours per week) and may occasionally require evening and weekend working.

Annual leave

The annual leave entitlement for this post is 28 days per year (3 of which must be taken during Christmas and New Year when the office is closed) plus public holidays.

Probationary Period

The appointment will be subject to a probationary period of 6 months.

References

All appointments will be confirmed only upon receipt of satisfactory references.