



**Team Leader – Domestic Violence Service  
Recruitment Pack 2018**



**Housing for Women**



March 2018

Dear Applicant,

**Team Leader – Domestic Violence Service**

Housing for Women is a very special organisation; we are independent, with significant property assets. We pride ourselves in finding solutions to difficult problems and are known to ‘punch above our weight’. We believe that being small is no barrier to success and our track record of supporting women in London and challenging the inequalities they face, dating back over 80 years, evidences this.

Housing for Women has grown significantly in recent years – we currently own and manage 923 homes, delivering domestic violence and abuse (DVA) services in additional boroughs, and undertaking a successful fundraising campaign which has generated over £1m over the past two years. This growth is set to continue as we have ambitious plans to leverage value from our existing property portfolio to provide homes for the future, as well as winning tenders for commissioned services in DVA and other violence against women and girls support services.

There are always new challenges and opportunities arising from changing demand and government policy. This is especially true in the current economic climate, where the impact of changes disproportionately affects women. It is also the case that the need for affordable high quality housing, and efficient and effective gender-sensitive services, is greater than ever.

I do hope that you are enthused by learning what we have achieved at Housing for Women and that you would like to help us fulfil our future ambitions.

We look forward to receiving your application.

Yours sincerely



**Zaiba Qureshi**  
**Chief Executive**  
**Housing for Women**

## How to apply:

Your application should be made by **22 March 2018** by the H4W Career page. This should include:

1. **An up-to-date CV**, including: qualifications; employment history; any voluntary and other relevant experience; and any current or recent non-executive roles, with dates.
2. **A covering letter** of up to 2 sides of A4 setting out;
  - a) Why you feel suited to the role outlining how you meet the person specification
  - b) How you will demonstrate your commitment to our values
  - c) What you would contribute

We will review your application against the criteria set out in section 6 below.

3. **Completed diversity monitoring form.** It is not mandatory to complete the form and non-completion will not affect your application. This information is used for monitoring purposes as part of our commitment to equality and diversity and we appreciate your support for this.
4. **How you heard about the opportunity.**
5. **Names and contact details of two referees:** stating in what capacity each person knows you. Referees will only be contacted for short listed candidates, before final interviews.
6. **Your contact details:** postal address, day and evening phone numbers and email details.

Applications, preferably in Microsoft Word format, should be uploaded to our recruitment portal. Please apply for this role via the Housing for Women's careers page:

<http://hfw.org.uk/get-involved/careers/>

**All applications must be received by 22 March 2018.** Please note that your application will only be considered if you have provided all the documentation set out in the checklist above. Applications will usually be acknowledged on the next working day.

## Enquiries

Anyone wishing to discuss any aspect of the recruitment process or talk generally about the roles, may phone Dina Khatib on: **020 3794 4834** or email: [careers@h4w.co.uk](mailto:careers@h4w.co.uk)

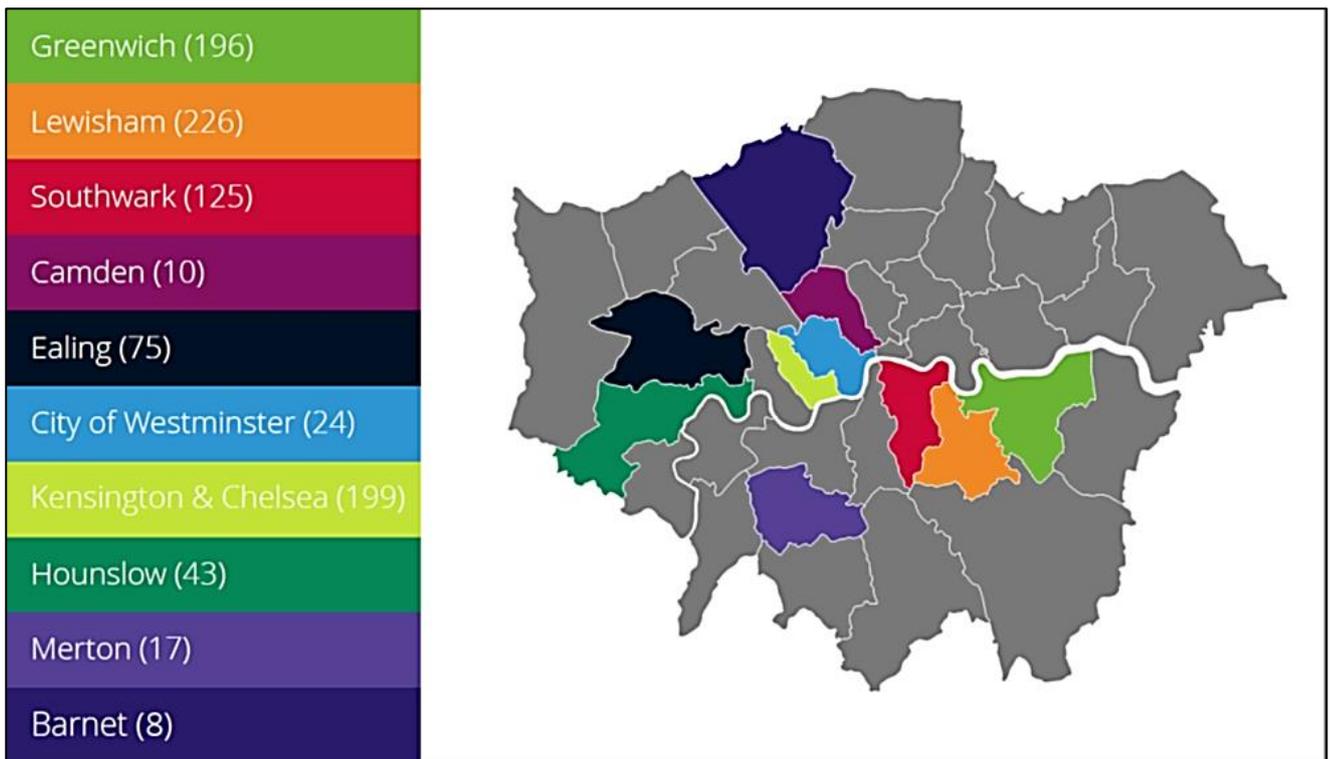
We look forward to receiving your application.

## About Housing for Women

These questions and answers try to anticipate what you might want to know before you apply. Our website is a good place to get an overview of what we do and how we do it: <http://www.hfw.org.uk>

### What is Housing for Women and who do we house?

Housing for Women is an independent organisation that supports women in London to challenge the inequalities they face. As a charity and a registered housing association, we are proud to have housed London's women for 80 years; providing secure, affordable housing and related services to help them make the most of the opportunities they have.



Housing for Women currently operates in 10 boroughs. The map above shows the number of properties (by unit in brackets) by borough.

Our portfolio is diverse with different stock-types and is a mixture of freehold and leasehold. All our stock meets the Government's Decent Homes Standard and the stock condition data informs a strategic approach to procurement to generate a 10 year asset management plan that includes planned and cyclical programmes.

### General Needs provision

The majority of our accommodation is provided to women and their families nominated by the local authorities where we operate. The Association only gives tenancies to women and we provide a range of general needs housing options. Our housing management and maintenance teams are trained in the particular needs of our client group to provide gender sensitive services.

25% of our tenancies are held by women aged over 60. Our Older Tenant's Officer provides a range of

advice and support for our older residents from arranging for adaptations to help keep women in their homes to facilitating move-on to specialist older persons housing when required.

We have developed 8 social rented units in a pioneering mixed tenure older women's co-housing community.

### **Specialist Services provision**

About 9% of our housing stock is used to house women facing specific challenges and the support we provide to them is funded either by local authorities or by grants from charitable trusts/foundations. This supported housing includes specialist refuge type accommodation and ordinary flats or houses which we either own or lease. Increasingly, we offer floating support services to women in accommodation provided by other landlords.

We deliver a range of accommodation and community based support services:

-  Domestic violence and abuse damages and disrupts the lives of thousands of women and their children. We provide crisis support and refuge for women and their children in several sites across South and West London. Our refuges provide safe accommodation for approx. 60 women and 90 children each year and support to a further 50 women in the community who choose to stay in their homes. We offer specialist provision for Asian women and those with complex needs.
-  RePlace is one of a handful of projects in London offering second stage housing and support for women who have been trafficked for sexual exploitation or domestic servitude. These women are some of the estimated 3,000 women trafficked for prostitution in the UK at any one time.
-  ReUnite London is a project where we work with female ex-offenders who would otherwise be homeless and lose custody of their children on release from prison. The project offers a programme of tailored support to tackle the problems they face in order to break the cycle of reoffending.
-  ReConnect is a project working with women with complex needs on their release from prison. The project offers a programme of support and group activities to empower women to live independently.
-  ReVive is a community based project providing support to those women who identify as LGBTQi and are escaping domestic violence.

### **Working at Housing for Women**

With around 90 staff and volunteers, we are not a large organisation so every single member of staff is vital if we are to deliver on our vision and values. This requires a high degree of commitment from our people and a passion for what we do. Below, some of our team share their stories of their time with the Housing for Women.

"I am always proud to say where I work as the name, Housing for Women, says exactly what we do and it always gets a positive reaction. I have worked here for a long time because I believe in the values we promote and that is to give women in London safe and secure homes so that they can build great lives for their families."

"Housing for Women is a dynamic and fun office to work in where you can see first-hand the work that

is carried out to support vulnerable women and their children in London. All of the teams work closely together and it is great to gain knowledge of how other areas of the organisation work.”

“Being a woman working for an organisation that has morals that I understand, that is passionate about improving the lives and environment of its residents, and with close regard for its staff is where I want to be.”

“We all work together as one big team, sharing ideas and listening to each other, and all working to the same goals.”

Our offices are based in the heart of Brixton, with its lively shopping hub and foodie reputation, 5 mins walk from the tube.

## What drives us?



## Our Mission:

Housing for Women works to empower women through providing good homes and services and challenging Inequalities faced by women.

## Our long term vision:

### 5 key principles underpin our long-term vision:

- 🏠 **Core purpose:** the support of women who are poor and disadvantaged
- 🏠 **Growth:** there is commitment to growth through the development of new stock
- 🏠 **Services:** there is commitment to focus service provision on strands of work under the umbrella of 'violence against women', including non-accommodation-based services.
- 🏠 **Focus on London:** develop and retain stock, primarily in the 8 boroughs where HfW operates.
- 🏠 **Manage Risk:** Between 70 and 75% of income will continue to be generated

- 🏠 from general needs stock. Risk tolerances relating to supported housing will be kept under review.

### **What are our future plans and prospects?**

Housing for Women's new Business Plan for the five years from October 2017 to September 2022 sets out our aspirations and plans to achieve our objectives, together with clear measures of success.

### **Our Strategic Objectives for 2017-2022 are:**

#### **1. Deliver great homes and services**

- 🏠 Be great at the basics: repairs, lettings and income collection
- 🏠 Develop our understanding of how our customers access and use our services so that we can better meet their diverse needs
- 🏠 Provide good quality homes - safe, clean and well maintained

#### **2. Drive business excellence**

- 🏠 Ensure we continue to have the financial strength to achieve our objectives
- 🏠 Ensure our systems and processes support service improvement and efficiency and compliance with funder and regulatory requirements
- 🏠 Invest in our people to achieve our objectives

#### **3. Achieve growth in size increasing our influence**

- 🏠 Develop and manage more homes
- 🏠 Grow and develop our specialist support services for women and their families
- 🏠 Develop existing and new partnerships

#### **4. Develop and promote community involvement for women**

- 🏠 Develop opportunities for women in our services to increase their participation in the wider community
- 🏠 Support women to develop neighbour-hood networks
- 🏠 Explore the opportunities for a trainee/ apprenticeship programme

### **Benefits we offer**

We have set out the details of the formal terms of employment in Section 3. Here, we cover some of the additional benefits that we offer to people who work with us.

- **Pension**

All staff who have completed three months' service are eligible to join the company pension scheme. Housing for Women contributes up to 10.5% dependant on the level of employee contribution. The minimum employee contribution is 1%.

- **Performance related pay scheme**

HfW regularly benchmark our salary ranges to ensure we are paying a fair wage to our employees. New employees are usually appointed at the start of the salary range for their job, with an opportunity to receive a pay rise each year, depending on how well you perform in your role. Once your salary is at the top of the range you will still have the opportunity to earn non-consolidated payments each year according to your performance.

- **Death in Service benefit**

We give free Death in Service benefit, to all staff who have completed their probationary period, of 3 x annual salary.

### **Additional benefits**

- **Season ticket loans**

After you have completed your 6 months' probation period you would be eligible to apply for a season ticket loan that you pay back in equal monthly instalments during the year.

- **Childcare vouchers**

From day one you would be eligible to "sacrifice" some of your gross salary in return for a maximum of £243 per month in childcare vouchers. You benefit from a slightly higher value voucher than the income you have "given up" and a small reduction in tax. You must use these vouchers with registered childcare providers.

- **Gym membership**

After you have completed your probationary period, we will contribute £15 a month to your gym membership.

- **Eye tests**

If you use computer screens as part of your job here, we will pay for annual eye tests. If you find that you do need new prescription lenses we may pay contribute half of the cost up to a maximum of £30.

- **Professional Subscriptions**

We may pay subscriptions to professional bodies if that membership brings a benefit to the

organisation. This is at our discretion and it would count as a taxable benefit.

- **Immunisations**

We offer immunisations against Hepatitis B and Tetanus for those staff who we have determined that it is advisable to do so given the work that they do.

- **Sabbaticals**

When someone has worked here for 5 years or more we will consider unpaid sabbaticals of up to 6 months.

- **Professional Qualifications**

Housing for Women is committed to the continual Learning & Development of all staff and will consider funding or part funding of any courses or qualifications, which may be beneficial to the employee or Association.

- **Annual Leave**

27 days plus Bank Holidays plus one additional day upon completion of 5 years' service up to a maximum of 3 additional days after fifteen years.

You may be able to buy or sell up to 5 days annual leave in a holiday year.

- **Pension**

All staff who have completed 3 months' service are eligible to join the company pension scheme. Housing for Women contributes up to 10.5% dependant on the level of employee contribution. The minimum employee contribution is 1%.

- **Sickness entitlement**

Length of Continuous Service	Maximum Duration of Sick Pay	
	Full Pay	Half Pay
During Probationary period	n/a	n/a
From end of probation period up to 1 year's service	1 month	1 month
From 1 to 5 year's service	2 months	2 months
Over 5 year's service	3 months	3 months



## Job Description

<b>Job Title:</b>	Team Leader – Domestic Violence Service
<b>Salary:</b>	Starting from £28,200
<b>Contract:</b>	FTC June 2018
<b>Department:</b>	Supported Housing
<b>Reports to:</b>	Services Manager
<b>Location:</b>	London Borough of Greenwich

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### Overall Aim

- Support the Manager in ensuring effective and efficient delivery of HfW's refuge services, in line with funder requirements.
  - Provide direct line management to the support staff at refuges
  - Deliver person centred support services to women in our Supported Housing Projects
  - Deputise for the Manager as required
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### Key Responsibilities

#### Provision of Support and Advocacy

1. Carry out initial assessments of new referrals
2. Complete star needs assessments; draft, implement and regularly review a person centred action plan to meet the individual needs of the women.
3. Carry out thorough risk assessments in conjunction with the women and any other relevant agencies, implement person centred risk management plan and regularly review
4. Provide effective advice and advocacy services to ensure that women receive their entitlements
5. Ensure that the women understand and comply with the Service User Agreement and the terms of their occupancy agreements
6. To provide support with an empowering approach
7. Ensure effective partnership working with relevant agencies
8. Provide resettlement advice and support to women who have left the project.

#### Managing People

Manage, lead and motivate the team to deliver high quality support service including:

- Day to day line management of staff -including appraisals, loan working, supervision and ensuring adequate cover
- Monitoring and reporting on performance including: productivity, absence, time keeping, customer service standards and quality of work
- To ensure that all staff have the adequate skills, information, resources and knowledge to undertake their work.

- Ensure that all staff has a clear learning and development plans

### **Managing the Business**

- Ensure all Health and Safety requirements are monitored, reviewed and implemented
- Ensure occupancy levels for the services are maximised, and to oversee the collection of rent and service charges
- To monitor expenditure to ensure that spending is kept within the agreed budget and adhere to financial policies and procedures
- Ensure all monitoring and financial returns are accurately completed in line with contract and internal monitoring timeframes
- Be responsible for the continuous development and improvement of services, deal with queries or complaints regarding services provided, and to keep the manager informed of these
- To assist in the development of service user involvement and volunteer initiatives.

### **General Responsibilities**

- Promoting awareness and vigilance for any safeguarding and child protection issues arising within the service. Respond to any concerns in accordance with HfW's policies and procedures and statutory legislation
- Build and maintain effective working relationships with external agencies and internal departments
- Attend management and other forums/meetings as required. This may include some evenings and weekends
- Carry out other specific tasks as required by the manager to effectively deliver the service
- Act in accordance with all Housing for Women's policies, procedures and values
- The role requires flexible working during the day, evenings, weekends and holidays as required by the service and requires travel outside of London for assessment visits and events.

Please note no job description can be entirely comprehensive and the post holder will be expected to carry out additional duties broadly consistent with the job description as required.

All job descriptions are be subject to annual review in the light of the project's development. Housing for Women reserves the right to amend this role profile as necessary, after consultation with the post holder to reflect changes in or to the role.

## Role profile – Team Leader – Domestic Violence Service

<p><b>Experience, Knowledge and qualifications</b></p>	<p><b>Evidenced experience of:</b></p> <ul style="list-style-type: none"> <li>• Supervising / managing employees or volunteers who deliver support to vulnerable people, preferably including children</li> <li>• Under taking individual assessments including risk assessments and developing and delivering person centred action plans</li> <li>• Partnership working and negotiating and setting up service level agreements</li> <li>• Delivering support services under contract and providing the relevant monitoring data and meeting the sector quality standards framework</li> <li>• Using Microsoft office or equivalent, including the use of Outlook, Word and Excel in order to be self-servicing</li> <li>• Experience of lone working, working in crisis situations and working within personal and professional boundaries.</li> </ul> <p><b>Knowledge of :</b></p> <ul style="list-style-type: none"> <li>• All aspects of managing staff including; recruitment, induction supervision and appraisal as well as tackling poor performance.</li> <li>• Current Health and Safety legislation as it relates to service users, staff at work and the management of accommodation..</li> <li>• Up to date knowledge of relevant legislation and local and national policy in respects of criminal justice service and trafficking</li> <li>• The Criminal Justice System and or trafficking and the impact this has on support needs.</li> <li>• Safeguarding legislation/procedures</li> </ul>
<p><b>Skills</b></p>	<p><b>Ability to:</b></p> <ul style="list-style-type: none"> <li>• Make decisions, delegate and work independently whilst remaining accountable to the line manager. Able to work under pressure, planning, organising and prioritising workloads.</li> <li>• Deliver training to a wide range of audiences, including presentations and awareness training events.</li> <li>• Communicate information clearly, confidently and concisely with the potential to present information appropriate to the situation and audience.</li> <li>• Write letters and reports to a good standard and to maintain accurate records.</li> <li>• Set objectives, structure a work programme and implement improvement programmes in order to achieve strategic objectives.</li> <li>• Meet support needs of women and appropriately advocate on behalf of service users</li> <li>• To communicate and work with different cultural and social backgrounds.</li> <li>• Organise and facilitate appropriate group activities/ service user forums.</li> <li>• Work flexibly as part of a team and on own initiative</li> <li>• Evidence good practise and policy in respect of Person Centred Support and Risk Management.</li> </ul>
	<p><b>Able to demonstrate:</b></p> <ul style="list-style-type: none"> <li>• Understanding and commitment to principles and practice of equal opportunities.</li> <li>• Personal commitment to the corporate values, vision and objectives of Housing</li> </ul>

<b>Personal style and behaviour</b>	for Women's culture of continuous service improvement <ul style="list-style-type: none"><li>• A commitment to fostering innovation in working practice</li><li>• A flexible and creative approach to your work</li><li>• A commitment to respecting and valuing service user perspectives and involvement in the project</li><li>• Commitment to working in an empowering way at all times</li><li>• Commitment to quality, customer service, best practice and best value in all aspects of the Association's operations</li></ul>
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