**Job Description**

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| **Post:** | IDSVA Team Leader |
| **Location:** | Knowsley, Merseyside |
| **Responsible to:** | Head of Services |
| **Hours:** | 35 per week, Monday – Friday in office ( 1 day a week from home) |
| **Salary:** | £35,600 + 6% pension contribution |

### About the Role

We are seeking a compassionate, resilient, and experienced Team Leader to support and supervise our Independent Domestic and Sexual Violence Advocates (IDSVAs). As Team Leader, you will provide day-to-day leadership, safeguarding oversight, and case management support to ensure high-quality, trauma-informed services for survivors of domestic and sexual violence. You will play a key role in shaping best practice, fostering a supportive team environment, and ensuring staff wellbeing alongside service effectiveness.

### Key Responsibilities – Team Leader

**Leadership & Supervision**

* Provide line management and regular reflective supervision to a team of IDSVAs.
* Support staff development through coaching, mentoring, and identifying training needs.
* Promote a culture of empowerment, accountability, and continuous learning.
* Influence and develop responses to improve services to victims and survivors of domestic abuse ensuring that the experience of service users and other agencies inform this process.

**Service Delivery & Case Oversight**

* Oversee the delivery of survivor-centred, risk-led advocacy services in line with The First Steps policies for high-risk survivors of domestic abuse.
* Monitor and review case allocations and risk assessments (MeRIT), ensuring compliance with internal policies and national standards.
* Identify and escalate high-risk and complex cases to the appropriate multi-agency forums (e.g., MARAC, MAPPA).
* To coordinate regular team meetings, encourage team participation and promote staff development through training opportunities.
* Proactively oversee and support the effective and consistent use of case management systems by the team, ensuring records are maintained to a high standard of accuracy, completeness, and compliance.

**Safeguarding & Risk Management**

* Lead on safeguarding concerns, supporting staff with decision-making and threshold guidance.
* Act as the point of contact for urgent safeguarding queries and professional challenge.
* Ensure timely recording and reporting of safeguarding incidents and outcomes in line with statutory responsibilities and in accordance with The First Step’s procedures.
* To be aware of the legal framework relating to the protection of children and safeguarding adults including the policy and procedures of The First Step and The Local Safeguarding Children and Adults Boards.

**Multi-Agency Working**

* Represent the service at local partnership meetings, promoting effective collaboration.
* Build strong relationships with statutory and voluntary agencies, including the police, health, housing, and children’s services.

**Quality Assurance & Monitoring**

* Ensure accurate, timely and high-quality case recording in line with GDPR and internal protocols.
* Contribute to performance reporting and evaluation by monitoring team outputs and outcomes.
* Participate in service audits, inspections, and accreditation processes.
* Keeping up to date with changes in legislation and practices locally and nationally and embed into The First Step processes to uphold standards and best practice.
* To comply with monitoring and evaluation requirements of appropriate bodies e.g., TFS, KMBC. Including Quarterly/ Annual reports for The First Step, Board of Trustees, and funders.

**Case Load and Complexity**

* The team leader may be responsible for holding a small number of cases and will be expected to manage efficiently and lead by example.
* Work in partnership with MARAC partner agencies and other relevant organisations, ensuring that all agreed actions are completed by the team and that clients are kept fully informed of any progress. This includes making timely referrals and signposting to appropriate support services as required.
* Accurately record all client interactions, referrals, and updates on case management systems in line with organisational policies and data protection requirements, ensuring records are clear, factual, and up to date.

**General Duties**

* Assisting the Head of Service with recruitment processes such as reviewing job descriptions, interviewing and onboarding into the IDSVA team.
* Responsible for representing the Head of Services in meetings related to the IDSVA service during their absence, ensuring continuity, clear communication, and informed decision-making.
* To monitor budgets and be aware of any financial limitations. Record all financial transactions and ensure the safe keeping of petty cash. To provide monthly petty cash report to the finance officer.
* To conduct all work in a way that reflects the values of TFS and its policies and procedures.
* To undertake other duties as reasonably requested.
* To be self-servicing in terms of word processing, reports, letters, e-mails, and all administration needs.
* To assist with general cover of TFS office.
* To participate in training courses, internal and external, relevant to the post, or to The First Step’s commitment to providing a quality service to its service users and stakeholders.

### IDSVA Overview

The team leader will be expected to manage and support a team of IDSVAS to undertake their role in providing a specialist support service to high-risk victims and survivors of domestic abuse through a comprehensive, client-centred service that prioritises safety, risk management, empowerment, and advocacy. The IDSVA’s manage a caseload of high-risk clients, conducting thorough risk assessments and developing individual safety plans to address immediate and ongoing risk. Support will be offered across both the Criminal and Civil Justice Systems, including accompanying clients to appointments, explaining legal processes, and advocating on their behalf with external agencies and professionals. The role involves proactive multi-agency working, including participation in MARAC and other partnership forums, to ensure coordinated and effective responses. The IDSVA’s are responsible for accurate and timely record-keeping in line with legal and organisational standards, and for maintaining clear documentation of client contact, referrals, and support delivered. Additional responsibilities include contributing to service monitoring and evaluation, safeguarding, and ensuring service accessibility and compliance with best practice. This position is central to The First Step’s mission to advocate for and protect survivors, while promoting long-term recovery and independence.

### General

The person appointed will be expected to work flexibly and the exact nature of the duties described above is subject to periodic review and is liable to change. The job description is a representative document. Other reasonably similar duties may be allocated from time to time commensurate with the general character of the post and it’s grading. All staff are responsible for the implementation of the Health & Safety Policy as far as it affects them, colleagues and others who may be affected by their work. Since confidential information is involved with the duties of this post, the post holder will be required to exercise discretion at all times and to observe relevant codes of practice and legislation in relation to data protection and personal information. This post is **exempt** from the provisions of Section 4(2) of the Rehabilitation of Offenders Act 1974 by virtue of the Rehabilitation of Offenders Act 1974 (Exceptions) Order 1975. You are therefore **not** entitled to withhold information about convictions which for any other purposes are ‘spent’ under the provisions of the ACT and any failures to disclose such convictions could result in dismissal or disciplinary action by The First Step. Any information given will be completely confidential and will be considered only in relation to the positions to which the Order applies.

### Principal Terms & Conditions

* Salary paid monthly.
* Employer pension contribution of 6%.
* Business mileage allowance of 45p per mile.
* 25 days annual holiday pro rata for part time plus statutory bank holidays.
* 365-day access to an Employee Assistance Programme.
* Clinical Supervision.
* Enhanced DBS.
* Death in Service Benefit.
* This position is funded for 3 years (plus possibility of further two years)

### IDSVA - Person Specification

This person specification states the essential experience, knowledge, skills and attitudes which the selection panel will use to draw up a shortlist of applicants to be interviewed. When filling out your application form, please think carefully about how you can demonstrate that you meet each of the criteria in the person specification and give examples wherever you can. It is insufficient simply to repeat what it says in the person specification. We are aware that we are asking for a wide range of skills and experience and will consider applications from people who would be prepared to build their experience, skills, and knowledge to acquire what is required.

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| **Criteria** | **Education/Qualifications** |
| **Essential (at least two years’ experience)**   * Domestic Abuse Training. * Sexual Abuse Training.   **Desirable**   * Leadership or management qualification (ILM or equivalent) * SafeLives IDSVA Accreditation (or willing to work towards) * Women’s Aid Qualification (or willing to work towards) | |
| **Criteria** | **Experience** |
| **Essential**   * **Management experience (min 2 years)** * Knowledge of the impact of domestic and sexual abuse on women and children and the healing process. * Proven track record of advocacy and supporting adults in crisis. * Knowledge & understanding of risk factors and experience of risk assessment/safety planning. * An understanding of legislation and good practice relating to domestic and sexual abuse. * Experience of recording and documenting information in client files and for monitoring and statistical purposes. * Knowledge of Child Protection and the processes involved. * Experience of using databases, Excel, and Word processing.   **Desirable**   * Knowledge and understanding of the Criminal and Civil Justice Systems. * Knowledge and understanding of confidentiality. | |
| **Criteria** | **Abilities/Skills/Knowledge** |
| **Essential**   * Ability to work to strict timescales, meet challenging deadlines and balance completing priorities successfully when working under pressure. * Self-Motivation with an ability to work on own initiative. * Analytical Skills and problem solving. * Ability to develop collaborative working relationships with staff, other teams, and partner agencies. * A flexible and adaptable approach to work. * Ability to communicate effectively, both in writing and verbally, with a wide range of people. * Ability to make decisions quickly and independently, sometimes with limited information. * Commitment to continuous professional development.   **Desirable**   * Skills in group work, or the ability to develop these skills. | |
| **Criteria** | **Personal/Attitudes/Qualities** |
| **Essential**   * Demonstrate empathy. * Be non-judgemental in your approach to clients and other professionals. * Flexible attitude towards day-to-day tasks and be able to move from one task to another easily. * Courteous and professional manner at all times. * Be able to keep things in perspective. * Sensible and level-headed. | |
| **Criteria** | **General** |
| **Essential**   * This post is registered as exempt from the Rehabilitation of Offenders Act 1974 and in accordance with The First Step recruitment procedures the successful candidate will be required to satisfactorily complete the Enhanced Disclosure and Barring process in order to be appointed for the post. * To work outside of normal working hours as required. * A full clean driving licence and use of a car during working hours. | |