



Job Description

Family Matters Project

Team Leader

Location: Hybrid
Hours: 37.5 hours a week (5 days)
Salary: £35, 950.00 per annum
Contract: Permanent

Hope After Harm is an established, registered charity, delivering a range of support services to those who are vulnerable or at risk of exclusion. We want to see a society where everyone feels safe and can thrive, regardless of who they are and where they come from. We enable adults and young people in their journey to recover from harm and trauma. Through support, advocacy and education we empower people to rebuild their lives and reclaim their future. And we inspire others to do the same, creating safer, more inclusive communities.

Role Description

The Family Matters team provide support to the family of those under investigation or in prison. They are often the hidden victims of crime, facing multiple problems and isolated from sources of help and support.

This is a new role that is required as the team is expanding and therefore require a team leader to provide the day-to-day supervision and support of the staff performance and wellbeing as well as ensuring the quality of the service is maintained. You will be a first line supervisor with specific responsibility for the performance of the team by completing quality assurance checks of case notes and ensuring risk assessments are in place. You will be required to support individuals with casework and if needed to take on cases yourself.



We welcome and value applications from individuals with lived experience relevant to our work, recognising the unique perspectives and insights they bring to our work.

Responsibilities

- Oversee all aspects of the Family Matters staff management including appraisals and staff development and training
- Manage casework across the team to ensure caseloads are equitably distributed and there is consistency in approach
- Support team in managing cases ensuring quality of delivery that relevant risk assessments are being conducted alongside outcomes reporting.
- Support staff well-being and ways of working in line with our values as a charity.
- Manage team annual leave to ensure continuity of delivery
- Check and process team ~~and volunteer~~ expenses and send them to the Service Manager for approval.
- First point of call for any safeguarding concerns raised by the team escalating to Service Manager where appropriate
- Support Service Manager with ad-hoc tasks when needed.
- Ensure staff receive appropriate professional support and supervision
- Ensure Data collation / outcome reporting is completed by the team
- Support the Service Manager in reporting on programme delivery and outcomes internally and to funders
- Manage a client caseload providing expert person-centred trauma informed confidential support

Skills, Knowledge and Abilities

Essential

- Excellent management and team leadership skills, including effective motivator with a coaching approach.
- Knowledge of the criminal justice system and, in particular. Police procedures
- Knowledge of risk management and safeguarding issues



- Commitment to and aptitude for Performance and Line Management
- An ability to communicate clearly, both orally and in writing
- An ability to produce, analyses and apply both hard statistical data and qualitative information to performance management
- Ability to work effectively with partners.
- Experience of Case Management and an ability to take a trauma informed and person-centred approach to casework
- Understanding of client confidentiality and our obligations in terms of data protection
- Flexible thinker with a concern to promote positive change and innovation in service delivery
- An ability to demonstrate commitment to anti-discriminatory practice
- Ability to work at pace, absorb pressure and keep to tight deadlines
- Commitment to Continuous Professional Development and Learning

Other Essential Requirements

- Required to travel within and outside of Thames Valley on occasions
- Be free from any criminal conviction which would conflict with the responsibilities of the post
- Be able to deal with all information on a confidential basis.

Application Process: Please email a resume of your skills and experience to amanda.thomson@hopeafterharm.org.uk

The closing date for applications is: 31/03/2025

Interviews dates TBC

Thames Valley Partnership t/a Home after Hope is an equal opportunities employer; the aim of our policy is to ensure no job applicant, employee or worker is discriminated against either directly or indirectly on the grounds of race, colour, ethnic or national origin, religious belief, sex, marital status, sexual orientation, gender reassignment, age or disability. We do not disbar applicants with criminal convictions and are mindful of the requirements of the Rehabilitation of Offenders Act, 1974