

Women and Family Team Lead Job Description

Job Title	Women and Family Team Lead
Department	Women's Community Services
Location	Gloucester Women's Centre
Reports to	Women and Families Lead
Hours	Full Time
Duration	Permanent
Pension	Auto Enrolment Pension (6% employer contribution)

Mission:

To lead and coordinate the Women and Family team within the Gloucester Women's Centre, ensuring the delivery of gender-responsive, trauma-informed holistic support to women and families with substance misuse and multiple unmet needs.

Purpose of Role:

To provide leadership, guidance, and supervision to team fostering a collaborative and supportive environment. The Team Lead will oversee service delivery effective case management service delivery, and development initiatives to empower women and families in reaching their full potential while minimizing social harms and re-offending.

Key Responsibilities:

- **Team Management:** Lead, supervise, and support Women's Recovery Practitioners and Family Support Therapists, ensuring cohesive teamwork.
- Provide guidance on case management, interventions, and development initiatives.
- **Service Coordination:** Oversee the operational activity of the women's re
- Collaborate with partner organizations, including Via, HMP Eastwood Park, Probation Service, housing providers, Social Care, and health services.
- **Case Management and Support:**
- Support the Women's Recovery Practitioners in holding a caseload of women with substance misuse needs.
- Guide Family Support Therapists in conducting comprehensive assessments and developing tailored support plans for families.
- **Service Delivery and Development:** Contribute to developing relationships with partner organisations and maintaining up-to-date knowledge of available services.
- Foster positive stakeholder and networking relationships, attending multi-agency meetings where appropriate.
- **Team Collaboration:** Facilitate collaboration and communication between the Women's Recovery and Family Focus teams

Qualifications and Experience:

- Relevant qualifications in social work, psychology, counselling, and/or leadership
- Leadership experience in managing teams providing support to women and families with a history of substance misuse and multiple unmet needs
- Knowledge of trauma-informed and gender-responsive approaches to service delivery.

Personal Attributes:

- Strong leadership and organisational skills.
- Empathy and understanding towards individuals and families facing complex challenges.
- Commitment to fostering a safe and supportive environment for both clients and the team.

Working Conditions:

- The role is based within the Gloucester Women's Centre.
- Flexibility required for occasional evening or weekend sessions.
- Commitment to creating a positive and collaborative working environment for the team

General

- To work to The Nelson Trust ethos and values
- To be responsive to women's needs and utilise a trauma-informed approach
- To be aware of and work to confidentiality and information sharing protocols
- To be aware of, and work to Child and Adult Safeguarding principles, practice, and procedures
- To make use of internal line management and supervision as provided
- To be responsible for own safety and others affected by your activities and to ensure adherence to The Nelson Trust policies and procedures regarding Health & Safety and security
- To maintain and update clear and accurate written and computer records of case management
- To utilise a range of qualitative and quantitative tools to monitor women's journey of progress
- To attend relevant training and development events
- To keep abreast of issues affecting women both locally and nationally
- Perform any other duties as may be reasonably expected from you as directed by line management

The list of duties in the job description should not be regarded as exclusive or exhaustive.

All posts within The Nelson Trust are subject to a six-month probationary period.

SAFEGUARDING The Nelson Trust takes seriously its responsibility for safeguarding and is committed to safeguarding and promoting the welfare of its service users. Therefore, we

require that all staff share this and act accordingly by applying organisational policy and procedure and attend annual safeguarding training.

EQUALITY & DIVERSITY Through personal example and clear action demonstrate commitment to equality and diversity ensuring equality of access and treatment in employment and service delivery to all.

HEALTH & SAFETY Promote the Health and Safety at Work Policy and Procedure and ensure these are implemented effectively within the department and at no time act in a way that may jeopardise the health and safety of clients, staff of visitors to the Nelson Trust.

The list of duties in the job description should not be regarded as exclusive or exhaustive. There will be other duties and requirements associated with your job and, in addition, as a term of your employment you may be required to undertake various other duties as may reasonably be required.

The Nelson Trust periodically reviews job descriptions to ensure that they reflect the requirements of the role as the service develops.

This post is exempt from the Rehabilitation of Offenders Act (1974) as it involves access to vulnerable adults and/or children and successful applicants will be required to undertake an enhanced level Disclosure & Barring Service Check. Applicants must be prepared to disclose any convictions they may have and any orders, which have been made against them. Our organisation is committed to safeguarding and promoting the welfare of children and expects all staff and volunteers to share this commitment.

This post is exempt under the Equality Act 2010, Schedule 9, Part 1

Person Specification

Requirements	Essential	Desirable
Experience of working with women with multiple unmet needs/Criminal Justice system/Substance misuse	✓	
Experience of developing partnerships with local organisations		✓
Experience of building relationships with stakeholders, and partners	✓	
Experience of operational oversight of team performance	✓	
Leadership qualification (NVQ Level 3/5) or willingness to work towards	✓	
Experience of monitoring and data collection systems		✓
Ability to prioritise and manage a team	✓	
Ability to cope in stressful situations	✓	
Ability to communicate with and develop and maintain constructive working relationships with a wide range of people using excellent interpersonal and communication skills.	✓	
Commitment to extending professional competence, including ability to reflect on practice	✓	
Good computer literacy and administrative skills	✓	
Car driver with current licence and willingness to travel to different locations	✓	