

JOB DESCRIPTION FOR SENIOR COMPLEX NEEDS WORKER WLL

The following information is designed to help staff to understand and appreciate their role at Behind Closed Doors. However, the following points should be noted:

- Whilst every endeavour has been made to outline the duties and responsibilities of the post, a document such as this does not permit every item to be specified in detail. Broad headings therefore are included in the Job Description.
- Staff should not refuse to undertake work, which is not specified here, but should record any additional duties they are required to perform and bring them to the notice of their Line Manager.

Prime Objectives of the Post

- Behind Closed Doors (BCD) is a partner of Women's Lives Leeds Alliance and is responsible for the line management of the Senior Complex Needs Worker
- The role of the Senior Complex Needs Worker is to work for BCD, as a member of the Women's Lives Leeds Project, managing referrals coming in for service and supporting a caseload of women with complex needs to make positive changes in their lives.

Accountability and Responsibility

- The Senior Complex Needs Worker will be line managed by, and be responsible to Behind Closed Doors in partnership with WLL and will work according to shared policies and procedures.
- The Senior Complex Needs Worker will be accountable to the Operations Manager in the first instance, the CEO and ultimately to the Board of Trustees at BCD.
- The Operations Manager will provide regular supervision sessions, though in her absence these will be carried out by the CEO.
- Probation reviews and annual appraisals will be conducted by the Operations Manager and the WLL Project Manager.
- The Senior Complex Needs Worker will have responsibility for managing their own caseload, keeping accurate records and ensuring that all related administration tasks are completed and up to date. They will be expected to ensure that the work is carried out to a high standard, according to the organisation's policies and procedures and in keeping with the ethos of Behind Closed Doors and Women's Lives Leeds.

Personal Responsibilities

- To fully understand the aims, objectives and ethos of Behind Closed Doors and Women's Lives Leeds and to reflect these in carrying out the work.

- To respect, support and work within all the Organisation's policies and procedures and use the correct procedures for recommending changes to policy.
- To maintain a high degree of professionalism.
- To take responsibility for assets, materials, safe-keeping of keys, cash and equipment used in pursuance of duties.
- To ensure availability of their own vehicle within working hours, maintained to essential roadworthy standards and to provide appropriate documentary evidence as required (e.g. Insurance Certificate, MOT Certificate).
- To take responsibility for completing time sheets, expense sheets, annual leave requests, sickness absence paperwork etc. in a timely manner in line with the requirements of BCD.
- To take responsibility for participating in regular structured supervision sessions with the Operations Manager, to review caseload and how successfully targets are being met and to identify areas for professional and service development.
- To participate in regular training and development activities as appropriate to the role and the evolving needs of the Organisation.
- To work within budgetary constraints.

Confidentiality

- The post holder is responsible for ensuring that the project promotes and maintains a strict code of confidentiality. They will have access to a variety of confidential information concerning service users and must ensure that confidentiality is maintained at all times.

Range Of Responsibilities

- To provide ongoing intensive support to a caseload of women/young women.
- Complete an initial intake assessment of women referred and co-ordinate the creation of effective support plans.
- Establish knowledge networks of the relevant services in Leeds including: crisis intervention, mental health and health services, legal services and services for families and children.
- To complete all caseload reporting and management systems including all monitoring evaluation and feedback processes for each service user.
- Ensure that the experience of women and girls within the caseload informs service provision.
- When appropriate provide opportunities for women to access volunteering, peer support and signposting to the WLL Advisory Board and its activities.
- To be the point of contact to take referrals for the complex needs service.
- To lead the complex needs referral allocation processes and to feedback to referees the outcomes of allocation meetings.

- To lead complex needs team meetings and support the complex needs staff.
- To support the WLL Projects Manager by providing complex needs service information as and when required.
- To present complex needs service information in partnership with the WLL Projects Manager to external partners including commissioners/funders.
- To provide regular reports for the WLL Projects Manager, Partnership Board and others as required
- To create an environment in which continuous improvement is at the heart of the work
- Promote a strong information culture, where information is used to inform delivery and strategy
- To work with and assist the WLL Projects Manager in the delivery of activities to meet the needs of the project and to identify opportunities to enable project(s) sustainability
- To actively promote diversity across the organisation and the city
- To represent the projects on local and regional forums
- To build positive relationships and partnerships with key local agencies.
- To embody WLL values, acting as a role model
- To attend staff team meetings
- To undertake any other reasonable duties commensurate with the post at the request of the WLL Projects Manager.