



TDAS

Recruitment Pack

Accommodation Team Leader

Welcome

We are thrilled you are considering our organisation.

Hello! I'm Sam, CEO of TDAS (Trafford Domestic Abuse Services), and I'm thrilled that you're considering joining our amazing team. Since 1990, our local charity has been a beacon of hope for those affected by domestic abuse in our community. We support over 2000 adults and children every year, offering a range of services including intervention and prevention programs, accommodation, group support, a support line, community outreach, and training and educational awareness.

Our mission is grounded in five core values that guide everything we do:

Openness: We believe in transparency and honesty in all our actions and communications. This value fosters a culture of trust and inclusivity, ensuring that every voice is heard and respected.

Empowerment: Our work is centred on empowering individuals to reclaim their lives and regain their sense of self-worth. We provide the tools, resources, and support necessary for personal growth and healing.

Person-Centred: We recognise that every person's experience with domestic abuse is unique. Our approach is tailored to meet the specific needs of each individual, ensuring compassionate and personalised care.

Collaboration: We know that our impact is greater when we work together. By partnering with other organisations, communities, and stakeholders, we create a stronger network of support and advocacy.

Innovation: We are committed to continually evolving and improving our services. By embracing new ideas and approaches, we strive to provide the most effective support for those we serve.

At TDAS, we also prioritise the well-being and support of our staff. We believe that a healthy, motivated team is essential to delivering the best possible outcomes for our service users. We offer a supportive work environment that encourages both personal and professional development and a healthy work-life balance, recognising that our staff's growth and satisfaction are integral to the success of our mission

These values—openness, empowerment, person-centred care, collaboration, and innovation—are not just for our service users but also reflect the ethos of our team. If you feel that your values align with ours, this could be the perfect place for you.

We look forward to receiving your application and hopefully welcoming you to our team.



About Us

Trafford Domestic Abuse Services (TDAS) is an independent specialist agency working in Trafford and Salford delivering services to adults and children who have experienced domestic abuse. TDAS is a specialist charity providing services to adults and children and young people experiencing or have experienced domestic abuse. We provide both prevention and intervention services and raise awareness of domestic abuse through training, workshops and public forums.

Our Mission Statement:

'To enable people to break free from domestic abuse'.

This is achieved by meeting the following objectives:

1. The provision of safe and supportive spaces and temporary accommodation for women and children who have or who are experiencing domestic abuse.
2. The provision of community support services to those who have experienced domestic abuse
3. To advance the education of the public and those who work in partnership with the public, private, voluntary, community and social enterprise. in issues relating to domestic abuse including its nature, impact and causes.

TDAS Values:

Openness: TDAS create an open culture, provide transparent reporting, good fundraising and governance.

Person Centred: TDAS provide coordinated, personalized and enabling services to everyone

Innovative: TDAS introduce new ideas, are creative and forward thinking

Collaborative: TDAS work in partnership with key stakeholders to enable individuals to achieve a defined and common purpose

Empowering: TDAS empower our service users to become stronger, more confident, being aware of their rights and privileges and live a more meaningful and fulfilling life.



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What our clients & partners say about us



“TDAS is a special charity that makes a very powerful and positive impact on society”

Volunteer

“I can't believe that I let it get so bad but TDAS was my saving grace. For that, I will be eternally grateful.”

Client

“TDAS is a great organisation to volunteer for. They are without a doubt a ‘go-getting’ organisation that really let their volunteers get involved.”

Volunteer

“TDAS is an amazing charity where you know every penny you donate goes to making peoples’ lives better.”

Donor

“When I walked into the refuge I didn't know who I was; I didn't have control of my own mind, it had been run by my ex-partner for so long. My daughter and I were finally safe, TDAS gave me my life back!”

Client

Highly supportive of staff, values & ethos are actively carried out, welcoming & community focussed (both staff & wider community), compassionate & caring, goes above & beyond to meet the needs of service users.

Staff

"Thank you for helping me see the light at the end of the tunnel and for creating a safe space for me to find myself again"

Client

“It felt incredible to be able to support this fantastic charity”

Donor

“If you have any worries about being in an unhealthy relationship, please contact TDAS they can help you. The support they offer is second to none.”

Client

Thank you for being a great organisation and supporting not only clients, but TDAS colleagues as well. I feel very comfortable, happy and appreciated within the organisation.

Staff



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Benefits

A generous package including 34 days holiday per year inclusive of bank holidays (FTE), extra holidays, for long service

Life assurance benefit

365 days a year Employee Assistance Programme

EAP

Employee pension scheme with 5% employer contribution (after 3 months of employment)

Cycle2work Scheme

Electric Car Scheme

Wellbeing Champions

Professional and Personal Development

Monthly Employee Recognition



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Role Description

Title:	Accommodation Team Leader
Area:	Accommodation Service
Reporting to:	Accommodation Service Manager <i>All paid members of staff are accountable to the CEO, and ultimately the Trustees of TDAS</i>
Place of work:	Across Accommodation sites in Trafford
Hours of work:	37 hours per week
Salary/Scale:	£32,076 - £33,945
Main Purpose of Role	<p>To lead and supervise the Accommodation Services team in the day to day running of TDAS refuges and Move on Accommodation. To ensure the provisions of a flexible range of services for women, men, children and young people in the refuge and Move on accommodation and to coordinate a cross borough partnership with other Greater Manchester Refuge accommodation services. To consult with all service users and stakeholders, in order to evaluate and improve all service provisions.</p>
General Duties and Responsibilities	<ul style="list-style-type: none">• Work with the Chief Executive Officer and other staff members to promote and support the development of TDAS.• To adhere to TDAS Code of Conduct at all times.• To attend staff meetings when required• To work in line with, and follow, the policies and procedures of TDAS.• To ensure that all TDAS policies and procedures are implemented and promoted by staff.• To actively promote diversity in the organisation.• To act as an ambassador for and represent the TDAS at external functions.• To represent TDAS on local and regional forums.• To build positive relationships and partnerships with key local agencies• To embody TDAS's values and act as a role model.• To participate actively in the management team, contributing to the strategic development of the organisation.• To undertake any other duties as may be deemed consistent with the requirements of the post. <p><i>This post is subject to DBS disclosure scheme</i></p>

Main Duties and Responsibilities

- Provide Induction, supervision, annual appraisals, training and development and direction to staff involved in the delivery of accommodation services.
- Conduct regular case management sessions and file Audits for the Accommodation Service.
- Play an active part in all Accommodation provisions, providing cover as and when required.
- Quality assurance of all referrals into the service
- Responsible for implementing processes across the accommodation service as identified by The Services Manager as part of our quality assurance and accreditation requirements
- Coordinate the delivery of programmes related to; domestic abuse, parenting and independent living skills within the accommodation service.
- Manage all subcontractors related to the service e.g. cleaners, gardeners, handyman
- Ensure that there is a consistent delivery of services to survivors, including risk assessment, safety planning, referrals to other agencies and MARACs by allocating and monitoring work across the team.
- Ensure that risk assessment and risk management procedures are followed at all times, prioritising those most at risk.
- Network and liaise with Partner agencies in order to provide an integrated referral pathway across all provisions.
- Work in partnership with HOST, RSL's and other housing providers to ensure the appropriate provision and pathways are in place for the service.
- Attend the Homeless Champions Groups and any other network/forum related to accommodation in order to support on delivery with the wider provision in Trafford.
- Responsible for and ensuring that all health and safety checks/regulations are complied with in TDAS Refuge and Move on accommodation.
- Work as part of a team at TDAS, which will involve running/attendance at meetings, Management Committee meetings, report writing and cover for other workers sickness/ annual leave, as determined by the CEO and Services Manager
- Support the Services Manager on reporting and delivery of Outcomes as highlighted in funders requirements.
- Regular consultation, monitoring and evaluation of the service provision across Accommodation Services with the purpose of continuously improving service levels.
- To participate in the identification of training needs of support staff and make recommendations to the Services Manager on the ways in which the needs can be met
- To be responsible for reviewing of operational policies and procedures related to the accommodation services
- To report to the Services Manager on the work of accommodation services on a regular basis, especially in relation to targets and budgets
- To be responsible for budgets related to service delivery that are set by the Service Manager and report against these budgets
- To be responsible for Housing Benefit, Service Charge and VOIDS management and report on a weekly and monthly basis, keeping within the related targets set by the Director of Operations and CEO.
- Liaise and work in conjunction with TDAS senior management team to provide a holistic support service to families across all TDAS services.
- To deliver awareness raising sessions and training to the public on domestic abuse and its effects on families
- To cover any staff absences and temporary gaps to ensure continuity of service delivery for Accommodation.
- Support the Service Manager with the set up and project management of new services
- Undertake any other reasonable duties as requested by the Senior Leadership Team, Chief Executive Officer and the Trustees, commensurate with the grade and job title of this post.

Person Specification

Essential Experience	How Assessed A = Application I = Interview
(1) Substantial proven supervisory experience	A & I
(2) Proven track record of managing small teams	A & I
(3) Proven track record of developing services	A & I
(4) Experience of working with a range of services to coordinate the support for service users	I
(5) Experience of case management to ensure compliance, quality assurance and outcome monitoring	A & I
(6) Working in emergency supported accommodation environment ideally refuge	A & I
(7) Experience of working with individuals in a crisis situation, demonstrating strong crisis management, skills and ability to cope under pressure	A & I
(8) Experience of auditing cases effectively, efficiently and in a professional manner	A

You are required to have excellent understanding of:

Essential Understanding	How Assessed A = Application I = Interview
(9) The issues facing adults and children experiencing DA and sexual violence.	A & I
(10) The financial and legislative framework in which DA services are delivered including the Domestic Abuse Act 2021	A
(11) The roles and responsibilities of statutory organisations in relation to DA	A

Person Specification

(12) Child protection and safeguarding adults in relation to DA, and the legal responsibilities surrounding these issues	A & I
(13) Equality issues and marginalisation of various groups and communities	A & I
(14) Working knowledge of all relevant Policy and Procedures e.g. risk assessment, support planning and delivery of person centred services, Health & Safety requirements	A & I
(15) Knowledge of Welfare rights	A
(16) Broad knowledge of the civil and criminal justice system and remedies available in relation to domestic abuse	A

You are required to be able to demonstrate that you have:

Essential Skills	How Assessed A = Application I = Interview
(17) Ability to provide leadership	I
(18) Excellent written, verbal and interpersonal communication skills	A & I
(19) Ability to use IT to produce reports and monitor projects	A
(20) Ability to work cooperatively and to develop effective teams	A & I
(21) Ability to delegate as appropriate	I
(22) Ability to work under own initiative, identify objectives, prioritise work, handle pressure and take decisions which may be of major significance	I

Person Specification

(23) Good numeracy skills and the ability to use excel and spreadsheets	A
(24) Ability to write clear, concise and accurate report and letters	A

You are required to be able to demonstrate that you have:

Desirable Personal Qualities & Competencies	How Assessed A = Application I = Interview
(25) Management qualification	A
(26) First Aid Qualification	A

You are required to be able to demonstrate you:

Essential Personal Qualities & Competencies	How Assessed A = Application I = Interview
(27) Have values consistent with those of TDAS	A & I
(28) Will act with integrity and respect when interacting with service users, employees, agencies and individuals	I
(29) Are committed to upholding TDAS's policies and procedures	A
(30) A commitment to diversity and working in an anti- discriminatory way	I
(31) Ability to maintain professional boundaries at all times	A

Additional Requirements

- The post holder will be required to liaise with TDAS Chief Executive Officer, Director of Operations, other TDAS Staff, TDAS Board of Trustees, Statutory, Voluntary and Community Organisations and other professionals.
- There will be a requirement for attendance at some Board Meetings, Professional Meetings and training sessions as and when directed by the Chief Executive Officer, Director of Operations and the Board of Trustees.

How to Apply

To apply for this position it is essential that you have or are working towards the necessary qualifications outlined in the person specification.

This post is subject to an enhanced DBS.

Applicants with minimum qualifications and experience will only be considered. Due to the requirements of the role, we are requesting that female only applicants apply. Please do not send CVs, as they will not be processed.

No agencies please.

For further information please contact admin@tdas.org.uk Tel: 0161 872 7368

An application form is available to download below



[Application Form](#)



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