**Beyond the Streets: Beyond Support Team Leader**

Dear Applicant,

Thank you for expressing an interest in the above post. Beyond the Streets is a small charity with a big determination to see routes out for women in prostitution in the UK.  Our work is growing, and we are looking to recruit a Beyond Support Team Leader to implement the charity’s strategy. This role will coordinate an existing team and continue to implement the organisations 10-year strategy; enabling Beyond the Streets to increase its impact and ensure that women are able to access our services.

You will be a champion of the cause and have a passion for supporting women who face multiple disadvantages. You will have an experience of either case work and coordinating/supervising a team. You will have great interpersonal skills and be able to support and motivate both staff. We are looking for someone with energy, motivation, skills, and experience; someone who can understand the big picture and enable the local vision.

Beyond the Streets is a charity inspired by Christian values. This belief inspires us to work with acceptance, value, and mutual respect for all.We promote a healthy work life balance and regularly reflect on our boundaries and our strategy for the year. The role is based in Southampton.

Please find enclosed in this Recruitment Pack the following information:

1. Information for Applicants (p.3-4)
2. Job Description (p.5-7)
3. Person Specification (p.8-9)

Please complete the **Application Form** giving as much information as you can that is relevant to the job you are applying for.

It is important to us that you complete the **Equal Opportunities monitoring form**. This sheet will be detached from your application and kept separately. The information given on it will not be used to make decisions about who is short-listed or recruited.

1. Make sure that you demonstrate in the application form your ability to meet the requirements of the Job Description and Person Specification, by giving clear, concise examples of how you meet each criterion, **especially those set out in the Person Specification.**
2. The terms **Essential and Desirable** in the Person Specification refer to the importance we will give to your answers when we read your application.
3. See [www.beyondthestreets.org.uk](http://www.beyondthestreets.org.uk), [www.doorofhope.org.uk](http://www.doorofhope.org.uk), [www.beyondsupport.org.uk](http://www.beyondsupport.org.uk) for more information about our charity, as well as our film.
4. You must have all the Essential criteria to be able to do the job on day one. You may need to acquire the Desirable criteria to do the job, but they can be learned in the post.
5. We recognise our responsibility to remove any barriers in our recruitment process. If you have identified any barriers in the Job Description or Person Specification, please tell us of these in your application. We are committed to making any reasonable adjustment to the job where possible, and it would help us to know your needs to do this.

**Deadline for applications:** Monday 27th September at 9am

**Interviews:** Tuesday 12th October and Wednesday 13th October in Southampton. Successful candidates will be invited to a second interview on Tuesday 19th October.

**Potential start date:** October 2021

We look forward to receiving your application.

Yours faithfully,



Josephine Knowles

Co - Director

**1) Information for Applicants**

**Equal Opportunities**

Beyond the Streets sets a high standard for both its employment practices and its work, and people are recruited based on their merits, skills and abilities. We work towards ensuring that no job applicant or employee receives less favourable treatment on the grounds of racial group, origin or nationality, disability, marital status, age, sexuality, political, religious beliefs or trade union activity. We are committed to building a diverse team, so encourage applications from candidates with lived experience of sexual exploitation and those from diverse backgrounds including Black, Asian or Minority Ethnic candidates.

**Genuine Occupational Requirement (GOR)**

Due to the history, context and nature of the role, this post is restricted to female applicants under Section 9 of the Equality Act 2010.

**Ethos**

As a charity inspired by Christian values, we have several key elements that are seen within our work. These are core to our organisational culture and shape our working practices and service delivery. This means:

1. We seek to show genuine care and be inclusive and recognise the intrinsic value in all people.
2. We see everyone as equal in diversity and work to see everyone treated in this way.
3. We believe in transformation and will work to enable people to see positive change in their lives.
4. We take a long-term approach and see the importance of persevering and celebrating progress.
5. We see the value of working together, addressing conflict and partnering to see lives changed.
6. We are sensitive to the misuse of power and recognise the importance of working alongside those we seek to serve.

Whilst these are our organisation’s core beliefs, we will never look to impose them on anyone. Anyone looking to join the Beyond the Streets team, either as staff or in a voluntary capacity must respect this ethos and will be expected to work within this framework to assist the charity towards achieving our vision of ending sexual exploitation.

At Beyond the Streets, we come in to contact with groups and individuals from various perspectives on prostitution/selling sex and value this diversity. Having said this, over the years our perspective has developed and has been informed by our service users. We recognise that the routes into prostitution and women's experiences of the sex industry vary but, overall, we view prostitution as a form of ‘violence against women and girls’ (VAWG) due to the harm we have found to be inherent. Central to this perspective is an understanding of the abuse of power and/or vulnerability faced by those who are sexually exploited.

**Short-listing**

If you have not been contacted within a week of the closing date for the job application, please assume your application has been unsuccessful on this occasion and we thank you for taking the time to filling the application from as well as an interest in working with Beyond the Streets.

**2. JOB DESCRPTION: Beyond Support Team Leader (FEMALE ONLY)**

Location: Southampton (predominantly office working - some flexibility to work from home on occasion and in line with COVID regulations)

Hours of work: 28-35 per week (flexibility on number of hours will be considered for the right candidate)

Line Manager: Services Manager

Leave: 25 days plus bank holidays (FTE)

Salary: £28,500 - £29,500 (FTE)

Pension: 5% employer contribution, 3% employee contribution

Contract: Permanent (subject to successful completion of 6-month probationary period)

**This post is restricted to female applicants only under Section 9 of the Equality Act 2010.**

**Purpose of the Organisation:**

* Ending sexual exploitation through enabling routes out for women in prostitution
* Recognising the barriers to exit and providing women in the sex industry with direct support to overcome these
* Enabling new projects, alongside developing, and equipping a network 40+ affiliated projects in the UK
* Influencing policy, practice, and public discourse in the UK alongside survivors

**Scope of Job:**

1. **Developing the Project:** Developing the national telephone support service, to increase the impact of Beyond the Streets through reaching a wider audience and creating professional relationships to assist with supporting women.
2. **Coordinating the service:** Reporting to the services manager, coordinating the delivery of the Beyond Supportcall back service to offer women-centred, case management support to women facing sexual exploitation.
3. **Safeguarding:** Oversee and document Safeguarding incidents for the Beyond Support telephone support workers, and responsibility for communicating and escalating to the Safeguarding Lead.

**Duties and Key Responsibilities /Expected Outcomes**

**1. Developing the Project**

1. Contribute to the development of Beyond Support in line with organisation Operational plan.
2. Devise, plan and implement innovative and effective strategies to nationally promote the project and increase referral pathways into the service.
3. Research and develop sectors and services, (such as universities/prisons) to increase referrals into the service.
4. Monitor and develop the incorporation of the voice of women with lived experience within our work, in line with Beyond the Streets Business Plan.
5. Develop an existing bank of counsellors working on a voluntary basis, to provide women selling sex with access to therapeutic services.
6. Explore and develop opportunities for the provision of peer support for women with lived experience.
7. Identify and utilise opportunities to develop exiting contacts and to build partnerships with key stakeholders, including those with different perspectives and approaches; and foster effective multi-agency working.
8. Contribute to researching and promoting to client services across UK and recording of information gained into Salesforce database
9. Develop an understanding of the changing context of the UK sex industry and the support needs of those involved in selling sex, particularly in off-street contexts, to inform service development.

**2. Co-ordinating the Service**

1. To support and coach a small team of women’s telephone support workers, to assist women involved in selling sex to overcome the barriers they face in exiting (e.g., mental health, housing, problematic substance use, homelessness, poverty, domestic abuse, sexual violence, the criminal justice system) and to make positive steps forward with their lives.
2. Overseeing all referrals and enquiries into the service, case allocations and general day-to-day co-ordination of the project.
3. Invest in the team and work collaboratively to share the case load, (including holding a small caseload if staffing requires), subject to workload and agreement with the Services Manager.
4. Oversee the day-to-day supervision of telephone support workers including monthly line management meetings, regular team meetings, reflection times, as well as training debriefs.
5. Ensure effective data collection, monitoring and reporting of all Beyond Support client work.
6. To provide support and advice to professionals and liaise with agencies on behalf of callers when necessary.
7. Participation in the recruitment team for frontline staff and volunteers
8. Work collaboratively and effectively with a wide variety of people both internally and externally, at all levels.
9. Manage agreed strategic relationships with external organisations and affiliates.
10. Oversee the ongoing monitoring and quarterly reporting for Beyond Support to support the organisation to make evidence-driven decisions around service development.

**3. Safeguarding**

1. Responsibility for safeguarding and risks associated with individual women on the phone and determining appropriate actions which are both sensitive to the needs of the woman, as well as for staff, volunteers, and partner agencies in the projects.
2. Assist with safeguarding support of the wider delivery teams as and when required.
3. Occasional cover to ensure volunteers on late night outreach are supported.

**Organisational and Team**

1. Champion the cause.
2. Commit to regular communication and 1-1’s with your line manager.
3. Attend team days, as well in-house training.
4. Adhere to confidentiality policies and safeguarding procedures.
5. Ensure the Salesforce database is maintained to a good standard.
6. Participation in Beyond the Streets annual fundraising NO-vember campaign.
7. Work safely and considerately in all Beyond the Streets’ offices.
8. Commit to a good working relationship with the whole Beyond the Streets team (based in East London and in Southampton) supporting the healthiness of the whole team in two locations.
9. From time to time the post holder may be required to perform other duties commensurate with their role and abilities, as reasonably required, to facilitate the smooth running of the charity.

(The above job description reflects the position at the time of writing; it is not intended to be a task list but indicates the general level of work involved. It is expected that duties will be reviewed and revised as required).

**Person Specification – Beyond Support Team Leader**

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| **Criteria** | **Essential/Desirable** | **Measured** |
| **1. Experience**  | **Essential**1. Significant experience of one-to-one client support work
2. Able to supervise a small team and ensure healthy boundaries are in place
3. Experience of working with women with multiple disadvantages and support needs.
4. Experience of developing a project/service.
5. Experience of working with safeguarding policies and procedures.

**Desirable** 1. Experience of working in Trauma Informed /gendered sector service
2. Experience of working with women in prostitution.
3. Proven track record of managing a project, including reporting responsibilities.
 | Application Form/Interview |
| **2. Education / Qualifications**   | **Essential**1. Secondary level education qualifications

**Desirable**1. Degree/ completed relevant professional training
2. Counselling qualification
 | Application Form/Interview |
| **3. Skills /Abilities**  | **Essential**1. Ability to coordinate the team according to Beyond the Streets values and vision
2. Ability to support women in a trauma informed way
3. Extensive understanding of the complexities of sexual exploitation
4. Ability to manage a variety of competing priorities and meet deadlines often with multiple complexities.
5. Ability to communicate to a range of audiences
6. Ability to build effective working relationships both internally and externally.
7. Experience in the use of computerised client record systems, reporting tools, and databases (such as CRM systems) and of supporting staff in their correct use.
8. Strong IT and reporting skills (Word, PowerPoint, Excel, Database)

**Desirable:**1. Knowledge/understanding of the sex industry and related support needs
2. Ability to reflect on internal data and translate into strategic conversations
 | Application Form/Interview (Case Study) |
| **4. Personal Qualities** | **Essential**1. Able to work positively within our ethos, vision and values (see page 2)
2. Personal satisfaction from the pursuit of goals and ensuring tasks are completed to a high standard
3. High level of self-motivation and ability to think creatively within business parameters.
4. Able to manage and motivate a small team of staff
5. Adaptable and flexible to changing environments and holistic ways of working
6. Highly developed sense of self-awareness, and ability to work with different points of view
7. To ensure a quality service is given to women regardless of class/culture/language/religion or sexual orientation.
 | Application Form/Interview |