

# JOB DESCRIPTION



**JOB TITLE:** Team Leader: Community Team

**LOCATION:** Oasis Hub Hull, Newland Avenue, with some local travel as needed.

**SALARY:** £27,810 to £28,912 per annum

**HOURS:** Full time (40 hours including breaks), Mondays 9am to 4.30pm; Tuesdays, Wednesdays and Thursdays 9am to 5.30pm; Fridays 9am to 4pm with the possibility of some flexible working in coordination with the Hub Leader. Some weekend and evening work may be required, with time off in lieu.

**REPORTS TO:** Hub Leader

## OVERALL PURPOSE OF THE JOB

To provide leadership for our community team of staff and volunteers and for the community work we carry out on weekdays such as Open House, community support and the Food Club. The team leader will be responsible for managing time and tasks, training and development and ensuring our community work is carried out according to our ethos and values. They will supervise and support staff and volunteers, lead on the practical implementation of new ideas and developments and keep records and write reports to tell others about the difference we make.

## **ROLE DUTIES AND RESPONSIBILITIES**

### **Supporting and supervising our team of staff and volunteers in the community team**

1. Providing regular supervision and support for each member of the staff team, taking overall responsibility for their performance and wellbeing, and helping them to be the best they can be.
2. Being the first point of contact for staff queries and support needs
3. Organising staff and volunteer time with rotas, booking annual leave and TOIL, etc
4. Supporting staff and team reflection about how we work within the Oasis ethos and the 9 habits
5. Recruiting and training volunteers and ensuring they have a smooth induction and are confident in their roles
6. Ongoing support and contact with volunteers ensuring they feel valued, welcome and appreciated and gain the skills and knowledge to complete their roles well.

### **To have overall responsibility for the day to day running of our weekday community work**

7. Plan and lead regular briefing and debriefing sessions for the team.
8. Ensure the space is set up before we open and closed down at the end of the day.
9. Manage rotas and volunteer/ staff time to ensure we give everyone a warm and friendly welcome, they know what is available, to encourage people to participate and support each other, and that everyone is included and valued in our space.
10. Take overall responsibility for the daily running of all our community work including Open House, Food Club, community support, Our Space (for SEN families) at the same time as encouraging and supporting staff and volunteers to develop their roles and ideas.
11. Support the team to plan activities as part of Open House, for example craft activities, games or language learning
12. Input into our programme of larger activities and events including planning timetables and volunteer recruitment
13. Ensure all activities are well advertised and people know what is available at Oasis Hub Hull
14. Be responsible for safeguarding, health and safety, data protection and that all policies and procedures are followed in each session
15. Manage some of our budget lines related to community work
16. To act as the Deputy Safeguarding Lead for Oasis Hub Hull.
17. Support the team to manage food shopping and stocks for the Food Club and Wednesday tea, and to promote best practice in food hygiene.
18. To promote the Oasis ethos and 9 habits in how our community runs and supports each other.
19. To be a practical team leader, willing to cover shifts and get involved as needed as well as being the 1<sup>st</sup> point of contact for any incidents or questions about the running of the session.

### **Developing new areas of work alongside the Hub Leader and leading on their implementation**

20. Being responsible for setting up new systems and processes for new areas of work
21. Training and supporting staff and volunteers as we introduce new areas of work so that they are confident and skilled in delivering sessions.
22. Planning how new work can be delivered within staff and volunteer time capacities.
23. Working with the Hub Leader to develop business plans and proposals for new areas of work

### **Monitoring and evaluation and working with funders**

24. To ensure all data about attendances, case notes and events are entered into our Evide impact measurement tool.
25. Regularly collate all data about the work we do to input into reports and to interpret that data to understand what we are doing well and what areas we need to consider doing differently.
26. Ensure that we are meeting all targets and outcomes required by funders and to highlight any issues of concern to the Hub Leader.
27. Regularly collect case studies and collate feedback about the difference we are making
28. Set up a Hub Council to gain regular feedback from people who use Oasis Hub Hull and for people to have a real and tangible input into Hub activities.
29. To produce regular written reports on the difference we are making and our impact data for trustees, funders and the Hub Leader
30. Support the Hub Leader in writing reports, applying for funding and liaising with funders, partners and other external agencies.

### **General**

31. To contribute to record keeping, general administration and communication and ensure these are completed for all community team work, including the use of MS Office and case management systems.
32. Contribute to publicity and promotion, for example with social media, email newsletters, content for the website
33. To support the Hub Leader in team development for example with planning team meetings, training and team building activities
34. Any other duties as required by the Hub Leader and to support the wider team.

Oasis Hub Hull is committed to making a difference to the lives of our local community, and as such you must show a willingness to demonstrate commitment to the values and behaviours which flow from our ethos. We are committed to safeguarding and promoting the welfare of children and young people. We expect all staff to share this commitment and to undergo appropriate checks, including enhanced DBS checks. The successful candidates must have the right to work in the UK. Oasis Hub Hull cannot assist with sponsorship or visas.

## COMPETENCIES

To carry out this role, we are looking for someone who is competent in the following areas:

### 1. **Strategic thinking**

Forward thinking and planning is a key part of this role to ensure we can continue to deliver our community work and develop our capacity in line with future plans. The post holder will be able to see the links between their work and the work of their team and the rest of the team at Oasis Hub Hull, as well as external partners and alongside an understanding of the needs of our community. In the context of day to day work, we are looking for someone who can balance the needs of an individual with the needs of the whole community and resolve conflicts when they arise. We are looking for a 'generous leader' who sees our place in the wider community and works to achieve overall good for everyone.

### 2. **Leadership and team work**

The post holder will provide excellent leadership for staff and volunteers, providing direction and clarity around objectives and ways of working in a supportive environment that promotes wellbeing. We have a strong team ethos, and know we all need help sometimes. We are looking for someone who recognises when they need help and is not afraid to ask, at the same time as being willing to help others when they need it. You will be someone who can work autonomously and be highly organised in managing your workload as well as working well in a team.

### 3. **Good understanding of the principles of community work and ability to handle difficult situations.**

The post holder will be confident in developing and putting into practice good principles of community work and supporting others to do the same. This includes the ability to listen well, to understand and empathise with others, and to support people to be able to resolve issues and difficulties in a way that empowers and promotes independence and resilience. The role requires good understanding of common family problems as well as issues such as poverty, debt, homelessness. The role also requires an ability to remain calm under pressure and be flexible to respond to changing circumstances and needs of the people we work with; ability to be reliable and consistent for the people we support, treating everyone equally and fairly; and the ability to form and maintain relationships and appropriate boundaries with children, families and adults. As the first port of call for any incidents, the post holder must be able to be decisive and firm when required, at the same time as compassionate and understanding of a person's circumstances.

### 4. **A good understanding of the processes and safeguards for community support work and the ability to lead in this area with the expectations for high standards of practice**

The post holder will have a good understanding of, and commitment to, safeguarding, health and safety, confidentiality, managing difficult behaviours, equality and diversity, how to get help for someone who needs it, how to spot signs and symptoms of risk, and promoting the welfare of children and vulnerable adults.

The post holder will be our Deputy Safeguarding Lead (for which training will be provided) and will be responsible for creating a positive safeguarding culture within the team. This means we are looking for someone who has a commitment to good safeguarding and a personal approach to this as well as knowledge of the processes and procedures required to do safeguarding well.

**5. Willingness to work within the organisation's values and ethos, and to motivate others to do the same**

Oasis is driven by the passionate belief that each human being is uniquely valuable and of equal importance.

Our five ethos values are: A passion to include everyone; A desire to treat everyone equally, respecting differences; A commitment to healthy and open relationships; A deep sense of hope that things can change and be transformed; A sense of perseverance to keep going for the long haul.

We aim to be inclusive, which we take to mean celebrating and affirming every person without discriminating against people on grounds of disability, economic power, ethnicity, gender, gender identity, learning disability, mental health, neurodiversity, or sexuality.

We work to develop our 9 habits in all we do: being compassionate, patient, humble, joyful, honest, hopeful, considerate, forgiving, self controlled.

**JOB DETAILS**

Annual Leave: 5 weeks per year, plus bank holidays. Rising to 6 weeks plus bank holidays after 2 years of service.

Workplace pension with 7% employer contribution

This post is subject to a 6 month probationary period

Notice period: 1 month

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