

one small thing

Recruitment Pack
Night Team Leader
35 hours

March 2024

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Advert:

Who we are

One Small Thing was founded in 2014 by prison philanthropist Lady Edwina Grosvenor, in response to the unacceptable levels of suicide, self-harm and violence within women's prisons in England, with the aim of achieving wholesale system change across the justice system, one small thing at a time.

Our name reflects the value of those small things – empathy, compassion, respect – and their combined power to make a big difference to the individual - and to society as a whole.

Hope Street is an exciting, brand-new, purpose-built residential community-based service, designed in collaboration with women, for justice-involved women and their children in Hampshire. Trauma-informed by design, it will offer a safe and supportive environment where women and their children can access education, practical and therapeutic support and activities that build confidence, self-esteem and skills, and provide the opportunity to build a fulfilling and happy life and play a meaningful role within society.

About the Role

As part of a brand-new team setting out to deliver this new and exciting provision for women and their children in Hampshire, you will be responsible for ensuring that the support provided at night to women and children residing at Hope Street is delivered safely, and that all of the health and safety and housekeeping duties assigned to the Night Team are carried out appropriately and to the highest standard.

You will have line management responsibilities for the Night Safety Workers (security) and the Night Support Partners and will liaise closely with the management team to ensure that the support needs of women and children continue to be met.

You'll be an experienced supervisor or team leader with knowledge of great line management best practices. You'll ideally come from a similar sector e.g., residential, social or justice involved care and be able to hit the ground running in leading our diverse night support team. If you have an SIA qualification and licence, this would be advantageous, but is not essential.

Applications:

The closing date for applying is midnight on **Thursday 9th May 2024**. Please make sure we receive your CV and Personal Statement by this time and date.

In-person interviews will be held in week commencing **Monday 13th May 2024** at Hope Street in Southampton. We will pay standard class travel expenses if candidates are travelling from outside of Southampton.

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Dear Applicant,

Thank you for your interest in working for One Small Thing. In this pack you will find:

- **Job description**
- **Person Specification**
- **Guidance Notes**

Please ensure you read these before completing your CV and Personal Statement.

Go to our website www.onesmallthing.org.uk/work-with-us for the Equity and Diversity Form and the job advert.

One Small Thing was founded in 2014 by prison philanthropist Lady Edwina Grosvenor, in response to the unacceptable levels of suicide, self-harm and violence within women's prisons in England, with the aim of achieving wholesale system change across the justice system, one small thing at a time.

Our vision is a justice system that recognises, understands, and responds to trauma.

Our mission is to redesign the justice system for women and their children by:

- **Redesign** the way the justice system responds to women and their children in a way that can be replicated and scaled nationally.
- **Educate** people within the justice system on the impact of trauma and draw on our knowledge and expertise to help build capacity within organisations.
- **Influence** politicians and policy makers to encourage culture change across the justice system and the people who work within it.

Our name reflects the value of those small things – empathy, compassion, respect – and their combined power to make a big difference to the individual - and to society as a whole. I hope that you will be inspired to apply to join us and wish you all the best with your application.

The closing date for applying is midnight on **Thursday 9th May 2024**. Please make sure we receive your CV and Personal Statement by this time and date.

In-person interviews will be held in week commencing **13th May 2024** at Hope Street in Southampton. We will pay standard class travel expenses if candidates are travelling from outside Southampton.



Claire Hubberstey, Chief Executive, One Small Thing

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ROLE	Night Team Leader
HOURS OF WORK	35 per week across 7 days, working to a 3 on / 4 on, fortnightly pattern of 10 hour shifts (flexibility where required for the needs of the organisation and service), between the hours of 8pm and 8am
SALARY	£28,378.38 actual per annum
REPORTING TO	Hub & Programme Manager

About One Small Thing

One Small Thing is striving for positive change across the justice system by implementing small things in a big way.

We provide gender responsive, trauma-informed programmes within the prison and community sectors that consider the individual caught in a cycle of crime and incarceration, with the aim of humanising their experiences. We want to shift the voice of blame and judgement and the *'what's wrong with them?'* line of questioning to a kinder, respectful and healing approach that asks, *'What has happened to them?'*

One Small Thing's commitment to systemic change for women and their children in the justice system, has inspired us to build **Hope Street**.

About Hope Street

Hope Street is an exciting, brand-new, purpose-built residential community-based service, designed in collaboration with women, for justice-involved women and their children in Hampshire. Trauma-informed by design it will offer a safe and supportive environment where women and their children can access education, practical and therapeutic support and activities that build confidence, self-esteem and skills and provide the opportunity to build a fulfilling and happy life and play a meaningful role within society.

Hope Street uses the 'nine pathways of need' identified in the Corston Report to inform our overarching model of delivery:

Accommodation • Education, Training & Employment • Finance Benefits & Debt • Relationship, Children & Family • Substance Use • Attitude, Thinking & Behaviour • Mental & Physical Health • Abuse, Sexual Abuse & Domestic Abuse • Exploitation and Selling Sex

Our Values

Hope Street is built on five core values of trauma-informed care that underpin the way we work.

- Safety
- Trustworthiness
- Choice
- Collaboration
- Empowerment

About the Role

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children in Hampshire, you will be responsible for ensuring that the support provided at night to women and children residing at Hope Street is delivered safely, and that all of the health and safety and housekeeping duties assigned to the Night Team are carried out appropriately and to the highest standard.

You will have line management responsibilities for the Night Safety Workers (security) and the Night Support Partners and will liaise closely with the Day Team Leader and the management team to ensure that the support needs of women and children continue to be met.

Key Responsibilities

- Ensure that the duties assigned to the Night Team are carried out to the standards expected.
- Work across night shifts, with the team, to provide support, supervision, and guidance.
- Attend wider team meetings, training and workshop sessions and collaborative working sessions during daytime hours, when required.
- Ensure that any safeguarding concerns are reported through the proper channels and support the Night Team to implement safeguarding plans to manage risks associated with the concern safely and appropriately and ensure continuous monitoring of safeguarding plans.
- As part of the management team work collaboratively to identify any aspects of service delivery that can be improved or strengthened.
- Liaise with the Facilities & Estates Manager to ensure the physical environment in the Hub buildings and the residential buildings are maintained to the high standard expected in relation to health and safety, cleanliness and hygiene and maintenance.
- Alongside other Operational Leads, monitor all incident reports, allocating any required further investigation and completion of managers' response, closing off all lower-level incidents after completion of forms.
- Alongside the management team, take responsibility for the completion of higher-level incidents, liaising with Designated Safeguarding Leads where necessary.
- Support the management team to ensure that delegation and completion of resident housekeeping is completed e.g., task allocation, flat turnaround for new tenancy, use of PPE and team safety regarding needlestick injury etc.
- Ensure that all team members under your line management update the records for women on the case management system to ensure that the support team working during the day are kept up to date with any issues that have arisen during the night relating to any of the residents.
- In collaboration with colleagues on the Management Team and the Leadership Team maintain a service wide operational overview of the Hope Street community to ensure that all risks are identified and managed safely.
- Ensure that team members you line manage receive regular support and supervision, take part in reflective practice sessions, and are encouraged to undertake professional and personal development.
- Will take part in on-call management rota, taking the on-call phone for a maximum of 1 in 4 weeks to respond to "out-of-hours", emergency queries and concerns when not on shift.

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PERSON SPECIFICATION

A - Application (used for shortlisting); I – Interview

Essential Experience	
Working in residential services for people with multiple vulnerabilities who have experienced trauma and abuse, substance use problems, mental health problems, and homelessness.	A/I
Managing multiple challenging and difficult situations, and emergencies in a residential setting.	A/I
Implementing adult and child safeguarding and protection processes.	A/I
Responding to maintenance issues and emergency situations.	A/I
Leading, managing and developing teams through one-to-one support, supervision and reflective practice.	A/I
Using Case Management Systems for data and outcome recording.	A/I
Providing gender specific and trauma responsive services.	A/I
Knowledge/Skills	
Ability to advocate for people facing multiple disadvantage and discrimination.	A/I
Knowledge of local authority safeguarding processes for adults and children with vulnerabilities.	I
Ability to cope in stressful situations with minimal supervision.	I
Ability to manage a varied workload and prioritise activities and responses in order of importance.	I
Understanding of trauma and its long-term effects on a person's behaviours, self-esteem, confidence, and ability to trust others.	A/I
Knowledge and understanding of the Data Protection Act 2018 and the General Data Protection Regulations 2018 to ensure the appropriate management of personal and sensitive personal data.	A/I
Knowledge and understanding of the Health and Safety at Work Act 1974 to ensure that health and safety management within the Hub and the residential accommodation complies with all relevant legislation.	A/I

Competencies

- **Communication:** Ability to communicate with people from different backgrounds.
- **Attention to detail:** Attention to detail and an accurate approach to work.
- **Management:** Ability to provide, fair and motivating line management and support to your team to help them develop their own careers at Hope Street and beyond.
- **Proactive:** Self-motivated and self-directed, able to work independently with a positive approach to problem-solving.
- **Leadership:** Ability to lead a team and motivate them support and inspire others.
- **Collaboration:** Ability to develop and maintain effective working relationships internally and externally.
- **Systems driven:** Ability to improve processes and develop systems to improve efficiency.

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- **Judgment:** Ability to exercise sound judgment and offer solution-focused advice to a diverse staff team.

Your Values

- Awareness of trauma and how this can impact on a person's self-esteem, confidence, and ability to trust others.
- You do not judge people, you are kind and empathetic, and understand the importance of enabling people to make their own choices.
- Desire to create positive change and a commitment to providing a fair and compassionate environment that celebrates and promotes equality and diversity.

Other Information

Other Information

We are strongly committed to ensuring equity and inclusion to ensure the voices of our users and beneficiaries are represented across our organisation to impact on our strategic aims, vision and mission.

We particularly welcome applications from people with disabilities, people who are racially minoritised and people from different socio-economic and educational backgrounds.

We would also like to encourage applications from those who may have had similar experiences to the women and children we support at Hope Street including those with previous convictions.

As part of the recruitment we process a vetting and barring check will be carried out for those successful at interview, but this does not necessarily exclude applicants with convictions
Your main place of work will be 30-32 The Avenue, Southampton.

Safer Recruitment: Safe recruitment is central to the safeguarding of adults, children, and young people at risk. One Small Thing is committed to the safeguarding of every woman and child who is part of the Hope Street community and expects all employees to share this commitment.

The DBS check for this role will be at **Enhanced with Barred** check level. Failure to declare any relevant information that is later provided by the Disclosure and Barring Service, may result in any offer of employment being withdrawn.

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Guidance Notes for Applicants

Guidance Notes

These notes are intended help you complete your CV and Personal Statement to ensure that our recruitment panel has the appropriate information to assess each candidate fully and fairly. Your application will be dealt with in strict confidence.

Your application will consist of your:

- CV
- Personal Statement

CV

- Please include to the nearest month and year, the previous jobs you have held as well as any voluntary or unpaid work. These details should be included, particularly where the experience has helped you develop knowledge, skills and abilities asked for on the Person Specification.
- Please also include any relevant full-time or part-time training or study that you have undertaken.

Personal Statement:

Your Personal Statement can be done in one of four different ways, either:

- One side of A4
 - PowerPoint - No more than 5 slides
 - Audio - No more than 5 mins
 - Video - No more than 5 mins
- Decisions will be made on the basis of how far applicants meet the requirements listed in the **Person Specification**. In your Personal Statement, please ensure you address all of the requirements in the **Person Specification** as those will be used for shortlisting purposes.
 - Ideally, take each point in the Person Specification one by one and give clear and concise information that demonstrates your experience, knowledge, and skills for each of the points. **Make sure you give specific examples**. This means telling us what *you* did in your job rather than what the team did; and giving us concrete examples of where you demonstrated a particular skill, rather than simply saying that you have it.

Equity and diversity monitoring information

- Please go to our website www.onesmallthing.org.uk/work-with-us for the Equity and Diversity Form. The information you provide is for monitoring purposes only, will be treated in the strictest confidence and will not be used in any part of the recruitment or decision-making process.
- Please complete and return the Equity and Diversity Form with your CV and Personal Statement.
- On receipt, the Equity and Diversity Form will be saved separately to your CV and Personal Statement and be used for monitoring purposes only. It will not be seen by the panel who are shortlisting or interviewing.

Your Application

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- Please send your **CV, Personal Statement, and Equity and Diversity Form** to recruitment@onesmallthing.org.uk. If sending the application by post, please mark 'Confidential' to: Recruitment, One Small Thing, Hope Street, 30-32 The Avenue, Southampton, SO17 1XN.
- Return before the closing date and time. Late applications will not be considered.
- We will only contact those applicants who have been shortlisted for interview. If you have not been contacted by the interview date, then you have not been shortlisted.
- A further confidential **Personal information and Reference Details form** will be sent to candidates who are shortlisted for interview, asking for information such as contact details, references and giving information on our DBS process.

How your information will be used

The information provided by you will be stored either on paper records and/or electronically in accordance with current GDPR regulations and will be processed solely in connection with recruitment.

If you require further information prior to application, please email recruitment@onesmallthing.org.uk