



Job Title:	Minerva Activities Coordinator
Service/Division:	CJS – Minerva London
Reporting to:	Minerva Service Manager
Direct reports:	None
Salary:	£22,000 - £28,000
Hours:	35 hours
Location:	Finsbury Park
Contract Type:	Permanent

*This post is open to **female applicants only** as this is deemed a genuine occupational requirement under Schedule 9, Paragraph 1 of the Equality Act 2010.*

Advance is committed to equality and diversity and strongly encourages applications from women with diverse backgrounds, including those with disabilities, BAME and LBT communities.

Job Summary

The Minerva London service provides holistic, trauma-informed support for women in touch with the Criminal Justice System, through dedicated one to one support, safer women's centre spaces and specialist interventions and partnerships.

As the Minerva Activities Coordinator you will be responsible for enhancing the offer to women referred into the Minerva service by supporting them to engage with their local women's centre provision. You will be based at your regional women's centre five days a week, as the first point of contact for women entering the centre space or contacting the service via the centre helpline. As Activities Coordinator you will create and deliver a relevant and lively activities programme for women to attend, in partnership with Minerva's specialist delivery partners.

Key Responsibilities and Duties

- Be the first point of contact for women visiting the Centre; using a trauma informed approach to offer a warm welcome and encourage attendance and engagement at the Centre;
- To lead on the delivery of activity induction sessions, which present an opportunity for women joining the service to navigate the women's centre, interventions and activities;
- Support Keyworkers as necessary to induct women into the service by carrying out initial contact and assessment in line with the SL1 target and upload the outcome of the first contact and basic initial action plan on to Refer & Monitor.
- Build relationships with women accessing the centres to support the work of the Keyworkers, so women feel comfortable to attend the women's centre for support.
- Be responsible for answering the main Minerva telephone number, checking and responding to voicemails, and passing information to the relevant staff member;

- Provide an offer of light touch activities in the Centre for women to attend alongside support from the Peer Mentor team;
- Support women who meet the service criteria to self-refer in to Minerva WA via the Centre helpline phone number;
- To work in partnership with the peer mentor team to provide step down support to women closing to their Keyworker who are low risk/need and eligible for step down support from the centres and peer mentor team;
- Responding to any client, partnership and donation enquiries that come through the Minerva email accounts and dealing with messages as appropriate;
- Ensure the Women's Centre space is kept tidy and welcoming with up to date information/leaflets and supplies of refreshments;
- To maintain donation supplies in the centre and build relationships with external donors and the Business Development team to encourage donation opportunities;
- Ensure the smooth running of the Women's Centre including the co-ordination of group activities, managing the group workshops timetable and keeping the MinervaWA activities calendar;
- To oversee the Heart & Mind counselling provision, to include acting as point of contact/placement supervisor for specified counsellors, filling in their placement forms upon completion with Advance;
- Assist in researching additional resources and activities for service users to enhance the Women's Centre offer, building relationships with local partners to encourage partners to add to the centre offer;
- To confirm attendance with women referred in to centre activities and send registers to partners;
- To collect service user feedback following all interventions and centre activities and record on the appropriate monitoring systems;
- To have regular check ins/catch ups with partners delivering interventions and activities to identify what works, areas for improvement etc.
- Develop, operate and maintain all necessary and relevant information and filing systems; monitoring systems;
- Deal sensitively with enquiries from service users and partners and escalate or forward to the designated Keyworker or local Service Manager as necessary in line with Advance's safeguarding policy;
- Be responsible for your own personal learning development and keep up to date on research, relevant legislation, policy and practice, and other literature relevant to the role.
- Participate in supervision, training and meetings as required, and assist in the development of services in line with agreed development plans.

This job description sets out the duties of the post at the time when it was drawn up and will be reviewed from time to time. Duties may vary from time to time without changing the general character of the duties or the level of responsibility entailed. Such variations are a common occurrence and cannot of themselves justify a reconsideration of the grading of the post.

General Information

Performance and Quality: Ensure all work undertaken is aligned to the service/division’s annual plan and that all policies, processes and guidance notes are up to date and in line with best practice/current legislation.

Policies and procedure: Ensure the effective implementation of Advance’s Safeguarding, Health & Safety, Equality and Diversity and other policies and procedures and uphold the core values of Advance.

Equality and diversity: Advance aims to create and sustain an inclusive work environment which provides equality of opportunity for everyone and reflects the diversity of the communities we serve. The postholder is required to uphold the Equality and Diversity policy and comply with the code of conduct which sets out our standards of behaviour towards those who use our services or work within them.

Confidentiality: The post holder must ensure that any information relating to employees, service users, and volunteers (future, current and past) is treated in strictest confidence and must be discussed only within the confines of the work setting with the appropriate members of the team or manager.

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PERSON SPECIFICATION:

E= Essential and D = Desirable

PERSON SPECIFICATION		Essential (E) Desirable (D)
1)	Knowledge of issues facing women offenders and those at risk of offending, both in and out of the Criminal Justice System.	D
2)	Understanding of the Criminal Justice System and the changing role of the voluntary sector within it.	D
3)	Experience of office management and administration roles.	D
4)	Good interpersonal and communication skills	E
5)	Experience of working with women experiencing issues related to offending (e.g. homelessness, substance misuse, domestic violence, mental health or other relevant work area)	D
6)	Crisis management skills and an ability to cope in stressful situations	D
7)	Knowledge of trauma informed approaches in supporting vulnerable women with a range of complex needs	D
8)	Excellent literary and administrative skills including ability in information technology, data collection and in depth working knowledge of Microsoft Excel	E

9)	Experience of maintaining data systems and producing regular monitoring reports	E
10)	Experience of facilities management and Health & Safety requirements	D
11)	The ability to be flexible, working as a team or independently as required in order to support the service and colleagues.	E
12)	An ability to work in partnership with relevant statutory and voluntary groups, to demonstrate the ability to develop and maintain strong constructive working relationships	E
13)	Ability to multi-task and prioritise, remaining calm under pressure or in stressful environments	E
14)	Understanding of, and commitment to, equal opportunities, confidentiality and anti-discriminatory practice.	E

Advance is committed to safeguarding and creating a culture of zero-tolerance of harm and expects all staff, including volunteers to share this commitment. We believe all individuals have the right to live their life free from violence and abuse and the right to feel and be safe. We have a suite of safeguarding policies, procedures and practice guidance, accessible to all staff, which promotes safeguarding and safer working practices across all our services and activities. When we recruit staff, we follow rigorous safer recruitment practices, this involves carrying out pre-employment checks including references, Disclosure and Barring Service (DBS) checks, and identity checks. We ensure all staff undertake mandatory safeguarding training relevant to their role and responsibilities, to empower them to be competent and feel confident in recognising and responding appropriately to safeguarding issues and promote wellbeing.