



Job Title: Interventions and Women's Centre Coordinator
Service/Division: Criminal Justice Services
Reporting to: Service manager
Direct reports: None

*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

We are in the process of expanding our service beyond our London footprint to Bedfordshire, Essex, Hampshire, Hertfordshire and Kent, along with Thames Valley, providing one-to-one advocacy and specialist work including workshops and group activities delivered by Advance in partnership with voluntary organisations through our network of Women's Centres.

As the Women's Centre Co-ordinator, you will be the first point of contact for women accessing the service via the Minerva telephone line and those women coming to co-location/hub spaces. You will be responsible for ensuring that the Women's Centre space provides an environment that is welcoming and accessible and ensuring the upkeeping of the space.

You will directly deliver groups and help in managing the smooth running of groups and workshops, working closely with the Service Manager and specialist partner providers to facilitate this. You will also assist in helping to manage the referrals and allocation process by inputting information on to the case management system. You will also work closely with the Data Insight Analysts and Service Manager to identify any gaps in monitoring & evaluation through completing quality assurance checks and analysis. You may be working across more than one Women's Centre space/hub in your region/s.

Key Responsibilities and Duties

Be the first point of contact for clients coming to the Women's Centre; offering a warm welcome and trauma informed approach and promoting a climate of understanding so that the women feel safe and able to voice anxieties, needs and concerns on the telephone or face to face.

Hold responsibility for the Minerva telephone number and email account in your region, dealing with messages as appropriate and passing information to relevant staff members.

Ensure the client waiting area is kept tidy with up-to-date information/leaflets and supplies of refreshments.

Assist in researching additional resources and events for service users; both within the Centre and across the region.



Contribute to creating and lead on updating the local Services Directory with details of local organisations, key contacts and details of services on offer, including eligibility criteria.

Assist the team by entering referral information onto the case management database (MODUS) and allocating new clients – escalating any high-risk cases to the Service Manager to review. Ensure this is undertaken in a timely manner, strengthening relationships with referral partners, and supporting in the promotions of the service for referral purposes across the region to build partnerships.

Assist the Service Manager with the quality assurance and collation of data and information as required, including for funder reports.

Deal sensitively and confidentially with enquiries from service users and visitors to the project, escalating to the Service Manager as necessary.

Develop, operate and maintain all necessary and relevant information and filing systems; monitoring systems; recording and reporting systems for the project, ensuring these are in accordance with policy and procedures, and to review and make changes as developed by Advance, its partner agencies, evaluators and funders in line with contractual requirements.

Assist the Service Manager in managing the smooth running of the Women's Centre in your region, including managing the group workshops timetable, arranging meetings and booking external venues for client groups or training events.

Facilitate direct group delivery and events at the Women's Centre and regional venues

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.

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.

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

PERSON SPECIFICATION:

E= Essential and D = Desirable

KNOWLEDGE AND QUALIFICATIONS	
Knowledge of issues facing women offenders and those at risk of offending, both in and out of the Criminal Justice System.	E
Understanding of the Criminal Justice System and the changing role of the voluntary sector within it.	E
Knowledge of trauma informed approaches in supporting vulnerable women with a range of complex needs.	D
EXPERIENCE	
Previous experience in office management and/or administration roles.	E
Experience of maintaining data systems and producing regular monitoring reports.	E
Experience of working with women experiencing issues related to offending (e.g. homelessness, substance misuse, domestic violence, mental health or other relevant work area)	E
Prior experience of facilities management and Health & Safety requirements in a shared working environment.	D
TECHNICAL/WORK BASED SKILLS	
Strong crisis management skills and an ability to cope in stressful situations, remaining calm under pressure	E
Excellent communication skills including verbal and non-verbal, being able to converse with people at different levels according to their level of understanding	E
Excellent literary and administrative skills including ability in information technology, data collection and in-depth working knowledge of Microsoft Excel.	E
The ability to be flexible, working as a team or independently as required in order to support the service and colleagues, and prioritise a broad range of tasks.	E
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
GENERAL SKILLS AND ATTRIBUTES	

Demonstrable multicultural skills and variable approaches to equity, diversity and inclusion	E
Committed to Advance’s charity ethos and key values which are Listen and Support, Empower, Innovate, Collaborate, Quality and Accountability	E
	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.