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| Job Title: | Interventions Women's Centre Coordinator |
| Service/Division: | Criminal Justice Services |
| Reporting to: | Service Manager |
| Direct reports: | None |
| Salary: | £22,000 - £24,000 (pro-rata) |
| Hours: | 14 hours per week |
| Location: | Thames Valley |
| 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 WrapAround service provides enhanced support to women and girls who have committed crime and are at risk of re-offending, with complex multiple needs. The service is designed to be a "whole system" response to women in the Criminal Justice System and is offered by Advance across 24 London boroughs. Minerva WA offers an enhanced service in the form of 1-1 key-work sessions, innovative interventions or diversionary and group-work sessions and access to a women-only Centre in West, North and East London.

The Women's Centre Co-ordinator will be based at their regional Women's Centre five days a week, as the first point of contact for a women when she enters the Centre space. The Women's Centre Coordinator will lead on creating a safe and welcoming environment in the Women's Centre, as well as coordinating the daily appointments and activities that take place at the Centre.

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;

Be responsible for answering the main Minerva telephone number, checking and responding to voicemails, and passing information to the relevant staff member;

Support women who meet the service criteria to self-refer in to Minerva WA via the Centre helpline phone number;



Be responsible for checking the general Minerva email accounts and dealing with messages as appropriate;

Ensure the Women's Centre space is kept tidy with up to date information/leaflets and supplies of refreshments;

Ensure the smooth running of the Women's Centre in West London, including the co-ordination of group activities and managing the group workshops timetable;

Work alongside the Peer Mentor team to support the offer light touch activities in the Centre for women to attend;

Assist in researching additional resources and events for service users to enhance the Women's Centre offer;

Monitor and update referral information on the case management database and monitoring spreadsheets to track attendance and performance;

Develop, operate and maintain all necessary and relevant information and filing systems; monitoring systems; recording and reporting systems for the project to monitor referrals, attendance, performance and feedback of interventions and centre activities;

Deal sensitively with enquiries from service users and partners and escalating or forwarding to the Regional Manager as necessary in line with Advance's safeguarding policy;

Liaise with Advance's Facilities Team to maintain the Centre space and ensure that all equipment is kept in a good state of repair;

Be responsible for maintaining stocks of stationery and supplies, letting the Regional Manager know of what needs to be re-ordered when supplies are running low;

Respond appropriately to requests for information from staff, Trustees, partner agencies, funders and interested parties;

Attend relevant training, conferences and seminars on behalf of the project and take responsibility for self-development on a continuous basis;

Undertake any other reasonable duties as requested by the Director, CEO and Board of Trustees.

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 | |
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| Knowledge of issues facing women offenders and those at risk of offending, both in and out of the Criminal Justice System. | D |
| 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 | |
| Experience of office management and administration roles. | D |
| 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 |

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| Experience of facilities management and Health & Safety requirements | D |
| Experience of maintaining data systems and producing regular monitoring reports | E |
| TECHNICAL/WORK BASED SKILLS | |
| Good interpersonal and communication skills | E |
| Crisis management skills and an ability to cope in stressful situations | D |
| Excellent literary and administrative skills including ability in information technology, data collection and in depth working knowledge of Microsoft Excel | E |
| GENERAL SKILLS AND ATTRIBUTES | |
| Demonstrable multicultural skills and variable approaches to equity, diversity and inclusion | E |
| The ability to be flexible, working as a team or independently as required in order to support the service and colleagues. | 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 |
| Ability to multi-task and prioritise, remaining calm under pressure or in stressful environments | E |
| 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.