



<b>Job Title:</b>	Education & Training/Volunteer Coordinator	<b>Place of Work:</b>	Office Location and refuges
<b>Hours of Work:</b>	15 hours per week	<b>Reports to:</b>	Service Manager
<b>Salary</b>	£10,938 - £11,700 per annum		

### Our Mission:

We aim to reduce the devastating impact of gender-based abuse and exploitation on all women and children, through safeguarding, empowerment, and education.

### Our Vision:

is for all women exposed to gender-based violence and exploitation, and their children, to be safe and have access to appropriate intervention, support and advice in order to live free from fear and harm.

### Our Values:

<b>Diversity &amp; Inclusion</b>	We value difference and know that we cannot achieve our vision without proactively working to dismantle systemic racism and discrimination. We recognise our role in championing equity for all. Through our work and how we conduct ourselves as an organisation, we challenge ourselves, and others, to practice in an anti-racist and anti-discriminatory way and develop professional cultures that recognise and challenge oppression in all forms. We will promote inclusion and ensure we are working towards establishing the right of all to access help and support that acknowledges, respects and values individual lived experiences.
<b>Collaboration</b>	We believe in working with women survivors, other organisations, specialist services and supporters to drive change. This commitment will see us seeking opportunities to learn from, and engage with, service users and partner with others to ensure any woman approaching us for support is able to access the help she needs.
<b>Advocacy</b>	As experts in the field of gender-based domestic abuse, we want to be able to use our voice and influence to magnify the voices of women and children experiencing abuse and exploitation.
<b>Innovation</b>	We are committed to seeking new solutions to some of the long-standing, pervasive problems associated with gender-based abuse and exploitation, as well as new or emerging issues. Wherever possible, we want to explore new ideas and co-create innovative interventions to improve outcomes for women, and their children.

## **Job purpose:**

- To lead a team of volunteers delivering education and training programmes to women who have experienced domestic abuse. You'll lead on supervision, training and volunteer recruitment, playing a key part in the ongoing growth, development and sustainability of the service.

## **Overall Responsibilities**

The postholder will maintain and demonstrate a commitment to the Organisation's vision, values, strategic aims and objectives. They will maintain high standards of professionalism; keeping abreast of current legislation, standards, best practice and maintain a focus on continuous improvement.

Specifically, the postholder will be responsible for the following: -

### **1. Service Delivery**

- 1.1 Lead on all aspects of the recruitment, training, development and delivery of the volunteer programme. Lead on the induction of volunteers in line with our recruitment policies and procedures.
- 1.2 Lead on all aspects of the day-to-day administration and supervision of volunteers.
- 1.3 Work in partnership with the Service Manager to coordinate the educational and training programme offered by Women's Aid in Luton.
- 1.4 Work in partnership with the Service Manager to make sure service users accessing the service receive a professional and coordinated response, with up to date, relevant advice and information.
- 1.5 Respond appropriately to any safeguarding concerns, demonstrating an understanding of safeguarding the welfare of children and vulnerable adults
- 1.6 To be an active member of the service team attending meetings and training events, as necessary.
- 1.7 To ensure that the service promotes and reflects equality of opportunity and diversity at all levels.
- 1.8 To maintain highly effective administrative and reporting processes to support the accurate collation of performance data.
- 1.9 To collate and provide the necessary information required for project reports.
- 1.10 To be able to work flexibly when necessary to meet the needs of the business.
- 1.11 Seek to improve her own performance, contribution, knowledge, skills and participate in developmental activities as required.
- 1.12 Comply with Health and Safety policies and procedures.
- 1.13 Ensure the implementation of WAIL's policies and procedures.
- 1.14 Ensure opportunities for service user involvement.
- 1.15 Carry out such other relevant duties, as required.

### **2. Service Development**

- 2.1 Building relationships and networks with appropriate agencies, developing an interagency network of support for Service Users. To promote the awareness of Domestic Abuse and WAIL services in the wider community.
- 2.2 To engage in and support the Service in the development of improved working practices and any new developments in WAIL.
- 2.3 To work in partnership with other agencies to promote awareness of Domestic Abuse and support to develop services across Luton.

### **3. Aspects of the Role:**

#### **Financial Resources:**

The postholder will not have specific budgetary responsibilities; but they will be expected to support the Organisation in achieving their fiscal targets through the provision of timely information and returns.

#### **Context:**

Due to the sensitive nature of this role we will be considering female applicants only for this post in accordance with the provisions of the Occupational Requirement (Equality Act 2010, pursuant to schedule 9 part 1)

#### **Rehabilitation of Offenders Act 1974:**

Because of the nature of this job, it will be necessary for the appropriate level of criminal record disclosure to be undertaken. Therefore, it is essential in making your application you disclose whether you have any pending charges, convictions, bind-over or cautions and, if so, for which offences. This post will be exempt from the provisions of Section 4 (2) of the Rehabilitation of Offenders 1974 (Exemptions) (Amendments) Order 1986. Therefore, applicants are not entitled to withhold information about convictions which for other purposes are 'spent' under the provision of the Act, and, in the event of the employment being taken up. The fact that a pending charge, conviction, bind-over or caution has been recorded against you will not necessarily debar you from consideration for this appointment. Disclosures are handled in accordance with the DBS (formerly CRB) Code of Practice.

#### **Physical Resources:**

None

#### **Physical Effort / Strain:**

Accessing buildings which are on several levels.

#### **Working Environment:**

The work will be undertaken across all locations within Women's Aid in Luton

#### **Charitable Status:**

WAIL is a registered charity and as such, all employees are expected to contribute to work undertaken by the Organisation in respect of 'fundraising' and 'income generation'.

#### **Policies and Procedures:**

All staff working within WAIL are expected to adhere to all policies and procedures relevant to their employment and each have a responsibility to ensure that they are aware of the current policies that are in place. Specifically, all staff will be responsible for adhering to those policies and practice concerning Financial Controls Health & Safety and Data Protection/Confidentiality.

#### **Responsive to Change:**

WAIL is an organisation dedicated to development and as such all employees must be open to change. The organisation's duties and responsibilities highlighted in this job description are indicative and may vary over time. The post-holder is expected to undertake their duties and responsibilities commensurate with the nature, level and scope of this post and to work flexibly within the agreed hours to ensure that the needs of the Business and its service-users can be met.

