

Ref.:

PERSON SPECIFICATION

Job Title: Education & Training/Volunteer Coordinator

Location: WAIL Office and Refuges

Values and Behaviours:	E	D	Method of Assessment
<p>Ability to demonstrate understanding and to apply our Organisation's Values. These are embedded in all roles and applicants must evidence how they align to these values as part of the application process.</p> <p>Our Values:</p> <ul style="list-style-type: none"> • Diversity & Inclusion • Collaboration • Advocacy • Innovation 	✓		I
Knowledge and Qualifications:	E	D	Method of Assessment
Relevant qualification at level 3/4 or above in Social Care, Health Care or Community Work	✓		A/I
A good standard of general education (GCSE or equivalent in Maths and English)	✓		A/I
Counselling qualification or skills gained through active practice		✓	A/I
Knowledge and understanding of domestic violence and the work undertaken by WAIL to support and empower women to move forward after fleeing from abusive relationships		✓	A/I
Knowledge of interventions which may be used to support women with domestic violence, substance misuse, alcohol dependency and/or mental ill health		✓	A/I
Knowledge of Person-Centered and Trauma Informed Work Practices.		✓	
Recent and Relevant Experience:	E	D	Method of Assessment
Experience of supervising and appraising staff or volunteers, motivating them and achieving positive outcomes in line with contractual obligations.	✓		A/I

Experience of setting targets and monitoring performance of staff or volunteers.	✓		A/I
Demonstrable experience of working with vulnerable individuals and/or families that may have experienced domestic abuse, homelessness, sexual exploitation or mental health issues.		✓	A/I
Able to communicate by telephone and in person with people who are in crisis and/or trauma in a non-judgmental supportive way	✓		A/I
Helping vulnerable people to identify personal goals and supporting them through a process of change.	✓		A/I
High level of relationship skills: Empathy; caring; acceptance; mutual affirmation; supportive and can give constructive feedback to support continuous personal and professional development of volunteers.	✓		A/I
Experience of data collection, administration and recording procedures with the ability to maintain case notes and volunteer HR notes on a bespoke database.		✓	A/I
Liaising with and coordinating the work of a number of individuals and/or agencies to achieve effective outcomes	✓		A/I
Experience of working in a multi-agency environment, particularly in relation to the provision of services to those affected by homelessness, substance misuse, alcohol dependency and/or mental ill health		✓	A/I
Experience of planning and managing own workload	✓		A/I
Experience of working closely with partnership agencies		✓	A/I
Experience of setting targets and monitoring		✓	A/I
Skills & Competencies:	E	D	Method of Assessment
Excellent written and verbal communications skills and the ability to produce reports, letters and presentations to a high standard	✓		A/I
Excellent interpersonal skills with the ability to develop and maintain relationships with staff and key stakeholders	✓		A/I
The ability to undertake research and to manage information effectively	✓		A/I
Ability to identify problem areas, make recommendations and create support plans to enable positive changes	✓		A/I
Ability to understand and react to the needs of vulnerable individuals	✓		A/I
Ability to handle difficult situation with sensitivity	✓		A/I
Ability to organise and maintain high quality case records in line with agreed protocols	✓		A/I
Demonstrable problem-solving and analytical skills with the ability to work within a solutions-focused approach	✓		A/I

The ability to work both independently and as an integral part of a small, multi-disciplinary team; able to quickly understand and meet the needs of the Organisation and those associated with WAIL	✓		A/I
IT Literate with highly developed skills in a range of software packages including Word, Excel and E-mail	✓		A/I
Understanding issues of data protection, data sharing protocols, client confidentiality and professional boundaries	✓		A/I
Evidence of continuing professional development and relevant qualifications/training	✓		A/I
Other:	E	D	Method of Assessment
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)	✓		A/I
The postholder must be willing to work outside of their normal hours if required.	✓		A/I
A valid driving licence with access to a car for business use		✓	A/I
Willingness to carry out the policies and procedures of WAIL, and to work to agreed guidelines and codes of conduct	✓		A/I
A commitment to participating in fundraising and promotional activities as required by WAIL and an understanding of working in the third sector	✓		A/I
A commitment and willingness to undertake appropriate development to enhance professional practice	✓		A/I

Key –

[E] = Essential Criteria

[D] = Desirable Criteria

Method of Assessment

[A] = Application Form

[I] = Interview