

# Resilience Building Programme Coordinator



## About RoadPeace

RoadPeace is the national charity for road crash victims, and our vision is for a world where road danger is not tolerated and where road crash victims receive justice and compassion.

We exist to support and empower those bereaved and injured by road crashes and their families; to improve the justice system's post-crash response and to spare future generations from preventable death and injury. As a membership charity, we put victims at the heart of our work, equipping them to support other victims, campaign for change and shape RoadPeace's work. Our work for and with victim's centres around:

- › Supporting victims to cope with their trauma, through emotional and peer support
- › Remembering those who have been killed or seriously injured in crashes by organising acts of remembrance, offering support and solidarity to the bereaved and highlighting the devastating toll of road death
- › Empowering victims with information and helping them to achieve justice
- › Campaigning for reform of the justice system, so that it is fairer for victims and reduces road danger
- › Challenging society's complacency towards risk on our roads



# Our Values: - - - - -

Our values underpin our actions as individuals and as an organisation. They shape our culture and guide our behaviours and decision-making.

## **We are victim-centred**

- › We put victims at the heart of what we do. We are a membership charity and involve members and victims wherever possible, empowering them to get involved in service delivery, campaigning and decision-making.

## **We are collaborative**

- › We work in partnership with and support other organisations, recognising that we can achieve more when we work together. We share knowledge and best-practice freely with other organisations, campaigners and policymakers.

## **We are compassionate**

- › We treat everyone with compassion and sensitivity to their unique experience and needs.

## **We are evidence-based**

- › Our work is grounded in published research and official statistics, and informed by the experiences of victims, our members and those of partner organisations.

## **We are pioneering**

- › We are courageous and, when needed, willing to speak out on less popular agendas.

## **About the Position**

RoadPeace has an exciting opportunity for a compassionate individual to join our organisation and make a significant difference to our charity and to the lives of the road crash victims we support

We are seeking a highly organised, efficient and compassionate individual with good interpersonal skills to coordinate our Resilience Building trauma support programmes across England.

The role will include providing emotional support to victims in a highly sensitive and empathic manner, overseeing the delivery of the Resilience Building Programmes, training and managing new facilitators to run the programmes and assist with providing regular supervision for facilitators.

## **How to apply**

To apply, please send a CV and covering letter (2 sides of A4) which should include relevant experience, demonstrate how you meet the person specification, and explain why you are interested in the position

**Applications are being considered on a rolling basis.**

**Please send this to [info@roadpeace.org](mailto:info@roadpeace.org) and put the job title in the subject header.**

## Job description

<b>Job title:</b>	<b>RoadPeace Resilience Building Programme Coordinator</b>
<b>Salary:</b>	£28,000
<b>Hours:</b>	35 hours per week, Monday to Friday
<b>Contract</b>	Fixed Term Contract – 1 year
<b>Holiday entitlement:</b>	25 days paid holiday per year, in addition to public holidays Based at the
<b>Location:</b>	RoadPeace office - Brixton, south London (hybrid and remote working can be discussed)
<b>Reports to:</b>	Director of Support Services
<b>Responsible for:</b>	Resilience Building Programmes

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### Main purpose of the post

To co-ordinate the effective provision of the RoadPeace Resilience Building Programmes across England and provide support and information for people who have been bereaved in road crashes. This post will also include working with our Director of Support Services and leading on training and supervising the programme facilitators as well as publicising the programme more widely and building good working partnerships with potential referrers. For more information about our Resilience Building Programme visit <https://www.roadpeace.org/get-support/resilience-building-programme/>

### Main duties and responsibilities

- Act as first point of contact for all service users that wish to access the Resilience Building Programme
- Ensure the effective delivery of all Resilience Building Programmes from start to end
- Keep thorough and up to date records of all referrals and update & maintain contact database for monitoring & evaluation purposes
- Recruit and train new facilitators for the programme
- Lead on participant recruitment and publicity for programmes
- Lead on supervision and ongoing management for all facilitators
- Provide emotional support and information to crash victims interested in the programme
- Lead on evaluation following completion of the programmes
- Follow up with participants on a regular basis via telephone to ensure their wellbeing and send out further information as required
- Build strong working relationships with potential referrers
- Lead on the screening process for participants
- Signpost victims to other relevant RoadPeace support services or to third party support

## Job description

### Project based activities

- Assist with the monitoring and evaluation of the Resilience Building Programmes
- Lead on publicity and outreach to promote awareness of RoadPeace services
- Lead on the production of literature and publicity materials for the programme
- Ensure timely and accurate production of project monitoring and evaluation reports
- Assist as required with project related activities

### General

- Respond flexibly and undertake any such other duties as are commensurate with the nature of the job to meet the needs of the charity
- Additional tasks may be necessary to be undertaken to further the charity's goals. This could include communication, marketing, fundraising or administration functions, depending on need, and generally but not necessarily exclusively, in relation to your main role
- Adhere to the organisation's data protection, equal opportunities and health and safety policies, and all other RoadPeace policies
- To work occasional evenings and weekends
- Take part in regular supervision with line manager as well as external supervision

## Person specification

The successful applicant will be a highly organised and compassionate individual with excellent interpersonal skills and the ability to communicate effectively and sensitively with vulnerable service users who have been affected by road crashes. A flexible working approach is also a crucial aspect to this post.

Please note that this role involves contact with road crash victims along with reminders of the trauma and devastation caused by crashes. RoadPeace is a victims' charity, so we welcome applications from bereaved or injured victims of road crashes for all advertised roles. However, we take our duty of care towards our staff very seriously. For this reason, RoadPeace does not employ people who have suffered bereavement or serious injury from a crash less than 2 years ago, as we wish to avoid re-traumatisation. If you have experienced a road crash, please note this on your application form so we can explore this with you if you are shortlisted.

## Person specification

When completing your application please demonstrate you meet the following essential and desirable criteria:

### Essential criteria

#### Qualifications

- Educated to degree level or equivalent

#### Experience

- At least two years' experience of advice, advocacy or casework and working with vulnerable adults, preferably on a helpline
- Experience of managing staff or volunteers

#### Skills and attributes

- Friendly and empathic with excellent interpersonal skills and the ability to respond to traumatised individuals sensitively and professionally
- Effective person-centred listening and probing skills to support victims and signpost them to the most appropriate services, in particular over the telephone
- Clear and concise written and oral communication skills
- Resilience and confidence in working with distressing information
- A general understanding of the impact of those suddenly bereaved or seriously injured on roads and a willingness to learn more on these issues and to adopt RoadPeace's processes for helping our service users
- Competent in use of MS Office programmes such as Word and Excel and producing complex reports on support service related activity and trends
- Organised and methodical, with an ability to prioritise a busy workload, work under pressure and meet deadlines in a professional manner
- Flexible and willing to adapt to changing needs of the team/organisation

#### Desirable criteria

- Experience of working with trauma and the bereaved
- Experience of working in the charity sector