

Job Description

Job Title:	Group Coordinator	Department:	Wiltshire Services
Reports to:	Team Manager	Salary:	£23,088 to £25,158
Accountable to:	Team Manager	Hours:	30
Responsible for:	N/A	Location:	Wiltshire – Travel required across the county

Main purpose of the Job

This role is part of the Wiltshire Domestic Abuse Team, which provides support to people and their families who have been impacted by domestic abuse.

Working closely with the wider Wiltshire Team your key responsibilities will be:

- To co-ordinate the delivery of group work programmes.
- To facilitate and deliver group work programmes.
- Assess participants' suitability for programmes.
- To monitor waiting lists, with a focus on risk management and safeguarding.
- To support group facilitators to deliver programmes.
- To lead on the development of new programmes .
- To review current programmes and continue development as required.

Main Responsibilities and Tasks

Key responsibilities:

- Act as the main point of contact regarding group-work provision.
- To ensure groups are monitored with consideration of outcomes, and support the Team Manager to pull data as requested.
- To deliver group-work programmes both virtually and face-to-face.
- To promptly assess all group referrals and manage waiting lists.
- To undertake risk assessments and agree risk management / safety plans where required.
- To provide support to group facilitators and feedback to their line managers where required.
- Stay abreast of developments in best practice, legislative and other changes, and integrate them into day-to-day work and the development of strategies and plans.

- To chair regular facilitator meetings, ensuring that minutes are taken and disseminated and that there is regular attendance by the workers.
- To identify areas of training need and co-ordinate in-house training for the staff or signpost to appropriate providers.
- To make recommendations to Team Manager about the best use of resources.
- Coordinate resources and activities to serve the needs of service users to ensure a seamless, co-ordinated response.
- To analyse data generated and evaluate groups, producing verbal/written reports as required.
- To support the on going develop of programmes offered.
- To work closely with other teams to ensure the best possible outcome for clients.
- To prioritise client need by risk, vulnerability and safeguarding.
- To ensure that accurate and appropriate notes are recorded after each group work session and any other contact with clients
- To work with due regard to diversity, ensuring groups are inclusive and accessible.
- Plan group delivery rotas
- To work closely with the Volunteer Coordinator to ensure volunteers are in place to run groups. This will include feeding back to the Volunteer Coordinator on the volunteers progress to inform line management.
- To provide line management to sessional group workers
- To support peoples continuing professional development.
- Alongside the Team Manager, ensure the service meets regulatory and best practice requirements.

General

- Remain up to date and concordant with organisational procedures, policies and professional code of conduct, upholding standards of best practice.
- Attend and contribute to team meetings.
- Contribute to effective team working with a flexible and pro-active approach, including cover for other team members' holidays and sickness where required.
- Undertake agreed training and keep updated on changes in legislation, policy, and best practice
- To support additional duties at your team managers discretion.

Other

Confidentiality and Data Protection

All employees must ensure that essential information of a sensitive and/or personal nature is not disclosed to, or discussed with, inappropriate persons and that all

information is maintained in accordance with the GDPR and other related legislation/requirements.

Equality and Diversity

FearLess is committed to encouraging equality, diversity and inclusion among our workforce and our service users, and eliminating unlawful discrimination. The aim is for our workforce to be truly representative of all sections of society and our service users, and for each employee to feel respected and able to give their best. The role has the responsibility to ensure all duties and responsibilities are carried out in a manner which promotes FearLess' Equality, Diversity and Inclusion policy.

Health and Safety

All individual employees are required to promote a health and safety culture within the workplace, observe all health and safety rules and procedures and attend training courses as required and where appropriate conduct risk assessments e.g. VDU, maternity, lone working, H&S audits etc.

Policies and Procedures

Responsibility for formulating, updating & monitoring relevant FearLess policies & procedures, updating manuals as and when required, ensuring that support staff have appropriate access to them and record sightings of updates

All employees need to be aware of all FearLess' policies and procedures and work within them at all times.

Safeguarding / Disclosure and Barring Service

FearFree is committed to safeguarding and promoting the welfare of children, young people and vulnerable adults and expects all staff and volunteers to share this commitment and bring any concerns (whether in respect of service users or members of staff) to the attention of Safeguarding leads immediately. This role will require an enhanced DBS check.

Person Specification

Requirements		Essential (E) / Desirable (D)
Education and qualifications	Good standard of general education	E
	Higher level education or similar/ relevant professional qualifications	D
	Relevant training	D
Experience	Experience of conducting needs and risk assessments	E
	Experience of managing risk	E
	Experience of providing needs-led support to clients with a variety of support needs	E
	Experience of building and maintaining partnerships with other agencies	E
	Experience in working with vulnerable people	E
	Experience of working within a multi-disciplinary service or multi-agency network.	D
	Experience in working with perpetrators of abuse or crime	D
	Experience in running group-work programmes	D
	Experience of working with victims of domestic abuse	D
Knowledge	Knowledge and understanding of the issues facing people who have experienced domestic abuse and its impact	D
	Knowledge of child protection and safeguarding	E
	Knowledge of domestic abuse legislation, including civil and criminal law remedies available to survivors	D
	An understanding of the needs of people from diverse backgrounds affected by domestic abuse	D
	Knowledge of relevant statutory services and legislation	D
	An understanding of confidentiality principles	E
	Knowledge and understanding of group development	D
	Knowledge and understanding of trauma and its impact	D
Skills and abilities	Ability to work under pressure	E
	Ability to plan own workload, manage time effectively and deal with changing and competing demands	E
	Ability to think creatively and show initiative	E
	Conflict management skills	E

	Ability to communicate with distressed people empathically	E
	Ability to establish and maintain appropriate boundaries	E
	Ability to establish and maintain professional working relationships with both clients and other professionals	E
	Ability to communicate effectively with a range of professionals	E
	Ability to instill confidence in other professions	E
	Strong verbal and written communication skills	E
	Ability to maintain effective administrative and monitoring systems	E
	Ability to work in a self-directed manor where required	E
	Ability to support people with a non-directive approach	E
	Ability to use email, Microsoft Office and other relevant IT systems.	E
	Reliable and trustworthy	E
Attitude and presentation	Efficient and punctual	E
	Non-judgmental	E
	Willingness to critically assess own performance and reflect on own practice	E
	Understanding of and commitment to equal opportunities	E
	Willingness to undertake further training as required	E
	A commitment to making a positive difference	E
	A willingness to travel across Wiltshire as and when required	E
	Flexible in approach	E