



RECRUITMENT PACK

Violence Against Women and Girls Projects



LOTTERY FUNDED



RECRUITMENT PACK CONTENTS

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THE ANGELOU CENTRE

Background

The Angelou Centre, a *black*¹- led women's organisation, was established in 1993 to advance economic inclusion for women excluded due to disadvantages of race and gender in the north east. A holistic approach is used focusing on breaking down socio-cultural barriers, for example domestic violence, to achieve economic independence. We provide a comprehensive, model of support for black women, children and young survivors of domestic and sexual violence. This work has been developed through direct work with women and children survivors and is rooted in their lived experiences. Our success in engaging and supporting women comes from this holistic approach to empowering women, which recognises that women's economic and social inclusion can only be achieved when barriers of race and gender are addressed alongside other socio-cultural barriers.

We offer culturally and linguistically relevant support, information and advocacy through case work; group support for women (Saheli) and children and young survivors (Simba) as well as therapeutic care and counselling for women and children/young people experiencing violence and abuse. We support women to identify and access routes to safety and survival in addition to dealing with the physical, socio-cultural and psychological impact of living with violence and abuse (physical violence, verbal abuse, mental cruelty/torture, humiliation, rape and sexual abuse, forced marriage, domestic slavery, female genital mutilation, sexual exploitation, sexual harassment, visa abuse, trafficking, and so called 'honour based violence').

The 'wrap around' support, developed in partnership with a wide range of relevant statutory and voluntary agencies also addresses related problems of homelessness, poverty, mental health, insecure immigration status and empowers women and children to rebuild their lives free from violence and abuse.

Our Holistic programme:

Our team of highly experienced IDVAs, Child and Adult Psychotherapists and specialist advocates recognise the need for a holistic approach to the women and their children who are attempting to break free of the very strong cultural and family ties. We offer in- depth work of a holistic nature based on a personal plan, tailor made to the individual woman and/or her children. This work includes:

- *Independent Domestic Violence Advocacy* – a specialist CAADA trained IDVA to provide advocacy and support to high risk victims of domestic violence including forced marriage, honour based violence. We participate in the CAADA Insights quality assurance service
- *Children's Advocacy*- this is in recognition of the need for children's advocacy, which is distinct from and does not conflict with support for the mother. Support is provided through Children's Social Care and/or family law proceedings.
- *Parenting Support/Advocacy*- We have developed a bespoke Introduction to Parenting for black and minority women and children, which is in the process of being accredited by NOCN. We also offer the nationally accredited *Strengthening Families Strengthening Communities* programme to develop skills and confidence for black and minority women and provide advocacy support for parents.
- *Specialist Therapeutic Counselling* - for women by bilingual psychotherapists as well as specialist counselling for children and young people (funded by BBC Children in Need)
- *Life skills* (including managing money, budgeting, shopping, living alone) for women, where women have been subjected to extremes of control, they may never have handled money, had an ATM card, or door key. We also offer a bespoke accredited training programme for

¹ *Black* – We use the term *black* to refer to all those who share the common experience of oppression and discrimination due to skin colour and immigration status as well as solidarity and resistance.

women: *Surviving to Thriving*, which improves survivor knowledge of violence and abuse and enhances skills in independent living.

- *Peer support*- our Saheli Network was set up to promote mutual support; increase social networks and reduce isolation for women survivors. The Saheli group offers mentoring from women survivors, mutual support and opportunities to fill the family and cultural void left when women escape abuse, with others who have been through it survived, and lead independent lives.
- *Simba Group*- similarly offers peer support, social and fun activities for children and young survivors of domestic abuse alongside therapeutic support and advocacy.
- *Education and training opportunities*-training and development programmes in English for Speakers of Other Languages, Literacy, Numeracy and Personal Development are all aimed at strengthening survival skills and supporting women to build positive lives
- *Angelou Haven*-an exciting new development of black- led emergency accommodation for survivors of violence and abuse. We offer eight en-suite rooms for low-medium risk survivors fleeing violence and abuse, with special priority to women with no recourse to public funds

The above holistic programme is delivered through a range of projects funded through varied funding streams

Building Positive Lives (*Funded by Northumbria PCC to March 2017*)

The Building Positive Lives Project provides high quality and comprehensive advocacy, information and support for victims of domestic and sexual abuse. The project undertakes emergency and long term advocacy/casework relating to domestic and other forms of gender based violence against black and minority women and children and related issues in the North East and elsewhere as directed.

An innovative and holistic domestic and sexual abuse service, Building Positive Lives supports women across the region. It is the only specialist black-led women's service in the North East that comprises domestic and sexual abuse advocacy from crisis to recovery including advocacy, therapeutic care and counselling for women, children and young people and children's support (including women without recourse to funds). Alongside individual advocacy the service provides advice sessions and support group activities for black and minority women and children. The service also supports educational, developmental, policy and campaigning work arising from the advice and casework.

The Angelou Centre is also taking a lead role in delivering an FGM Prevention and Advocacy service in the North East. This will include delivering individual casework advocacy and support groups to women who have undergone FGM, organising and delivering FGM prevention community events, support community awareness raising events and managing a team of volunteer Women's Champions.

Ma Simba project (*Funded by the Big Lottery Fund September 2016-August 2021*)

The MA-Simba (Mother Angelou Strength) Project will deliver integrated advocacy and therapeutic support for black and minority children and young people who have witnessed or been subjected to domestic violence, abuse and exploitation alongside holistic parenting support for their non-perpetrating mothers bridging the current gap in universal and localised service provision.

The project provides the critical support that the most socio-economically excluded and abused children and young people and women (including families without recourse to public funds and uncertain immigration status) need to thrive and escape from cycles of deprivation, poverty and

further exploitation. Crucially this provision will reside within a model of holistic services that the Angelou Centre currently provides women, children and young survivors of domestic abuse ensuring the viability and sustainability of the project and producing high impact outcomes.

Angelou Haven (*Funded by Big Lottery Fund September 2016- August 2021*)

This is an exciting development restoring a greatly needed black-led and women-centred service that addresses the accommodation and safety needs of black women and girl survivors of violence and abuse. Following a decade of inadequate responses to the needs of black and minority women and girls in the North East it will prioritise emergency accommodation for low-medium risk survivors especially those with no recourse to public funds. The Angelou Haven has been developed to complement the holistic support that the Centre provides to women survivors of violence and abuse.

Our consultations with survivors indicate clear expectations of staff appointed- they want ‘support’, ‘help’, ‘trust’, ‘understanding and empathy’, good communication, to be made to ‘feel at home’, to be believed and ‘kindness’. They wanted staff who “*who understand our language and our culture... are like us*”. They asked for dedicated workers, professional and confidential with their information, to advocate and fight for their rights; to challenge other professionals and to support their children’s needs. They also wanted a well-managed environment with everything explained on a regular basis and multi-lingual workers from diverse black and minority backgrounds. Women and children wanted to have their human rights upheld and to be treated fairly.

2 RECRUITMENT TIMETABLE

CLOSING DATE FOR APPLICATIONS	31st May 2016
INTERVIEWS:	Between 9-14th June 2016
APPOINTMENT	<ol style="list-style-type: none"> 1 Subject to receipt of satisfactory references 2 Successful Advanced DBS Check 3 Various start dates for posts

This post will be subject to an Advanced DBS check; Rehabilitation of Offenders Act (Exceptions Order) 1975. It will be necessary for a Disclosure to be made to the Criminal Records Bureau for details of any previous criminal convictions; and are open to women* only (*exempt under the Equality Act 2010 Schedule 9, Part 1).

PROJECT VACANCIES



BUILDING POSITIVE LIVES



VERA BAIRD
POLICE & CRIME COMMISSIONER

SESSIONAL OUTREACH WORKER/S

£17, 714 (NJC SCP 18) pro rata

24 hours per week

You will be working regionally to support black and minority women survivors of violence and abuse. You will have a sound knowledge and awareness of issues affecting black and minority women, especially in respect of violence against women, state responses, racism, religious and cultural constraints. Excellent interpersonal and communications skills are also vital.

FGM SUPPORT WORKER

£17, 714 (NJC SCP 18) pro rata

24 hours per week

You will manage referrals to the service; provide one-to-one casework support to women who have undergone Female Genital Mutilation (FGM), including referrals to specialist services. You will empower and support women to protect their daughters from the practice. An excellent understanding of FGM and domestic abuse and their impact on victims and children as well as experience of implementing child safeguarding procedures are essential.

MA SIMBA PROJECT

PARENT SUPPORT CO-ORDINATOR

£26, 293 (NJC SCP 30) pro rata

21 hours/week



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Working directly with black and minority women with children you will be responsible for coordinating and providing parenting advocacy; undertaking development work to help set up a new service, expertise in working with women who have experienced domestic abuse and the under 5's, designing and delivering training to parents, and recruiting Parent Champions. Extensive experience of working with black and minority children and families, as well as excellent interpersonal and communications skills are vital.

SPECIALIST KIDVA (Children and Young Peoples Advocate)

£25,440 (NJC SCP 29) pro rata

21 hours/week

You will provide support and advocacy to children and young people who have experienced domestic violence and abuse, identifying holistic referral pathways for their ongoing support and recovery. You will undertake development work, help set up a new service, manage a caseload, and assist with group-work and peer support for young people experiencing domestic abuse in their own relationships. Experience of working with children/young people, an awareness of the impact of domestic violence on children/young people, excellent interpersonal and communications skills and strong crisis management skills are vital.

PROJECT ADMINISTRATOR

£ £16231 (NJC SCP 14) pro rata

21 hours/week

You will be supporting the Angelou Centre's administrative systems and Finance Officer and overseeing Reception in a very busy environment. You will have excellent IT and interpersonal skills and experience of working in community based organisations. You will support the management of

the building and day-to-day running of the Centre which includes supporting events, courses and activities. You will bring plenty of initiative and excellent organisational skills, together with a real flair for getting on with people. Computer literacy and numeracy are essential.



ANGELOU HAVEN

REFUGE MANAGER **£27924 - £29, 558 (NJC SCP 32-34) pro rata** **18 hours per week**

Responsible for managing the delivery of refuge services, you will lead a team of support workers to ensure a secure and supportive environment for black and minority women and children escaping gender based violence. A strategic and versatile individual with proven experience of managing, developing and motivating staff, you will work to deliver a high quality support service that meets the diverse needs of our service user base. You will have excellent interpersonal, budget management and report writing skills. You must also have knowledge of domestic violence issues, housing, welfare and experience of working in either a women's refuge or residential setting

REFUGE WORKER AND ADVOCATE **£25,440- £27,123 (NJC SCP 29-31)** **36 hours/week**

You will work in a committed way with black and minority women and their children in the refuge providing comprehensive advice and caseworker support and care, development and management supervision for allocated staff, as well as highlighting and raising public awareness around political and social issues of domestic violence in relation to this specialist client group. Extensive experience of assessing the needs and risks to women and children experiencing domestic violence, of advocating for survivors, creating crisis plans, individual support and risk management and strong crisis management skills are essential.

PLAY WORKER **£15,941 (NJC SCP 13) pro rata** **21 hours/week**

You will be working directly with children and young survivors of domestic violence; recruiting and supervising volunteers, delivering a range of activities to enhance children's social and emotional development. Experience of working with children/young people, an awareness of the impact of domestic violence on children/young people and excellent interpersonal and communications skills are vital.

These posts will be subject to an Advanced DBS check; Rehabilitation of Offenders Act (Exceptions Order) 1975. It will be necessary for a Disclosure to be made to the Criminal Records Bureau for details of any previous criminal convictions; and are open to women* only (*exempt under the Equality Act 2010 Schedule 9, Part 1).

Closing date for applications
Interviews

31st May 2016
9-14 June 2016

For recruitment pack and application form please contact:

The Angelou Centre
17 Brighton Grove
Newcastle upon Tyne
NE4 5NS

email: admin@angelou-centre.org.uk
phone: 01912260394

THE ANGELOU CENTRE

JOB DESCRIPTION

JOB TITLE:	Sessional Outreach Worker/s
FIXED TERM:	June 2016-March 2017
SALARY:	£17, 714 (NJC SCP 18) pro rata
LOCATION:	The Angelou Centre, Newcastle Upon Tyne
ACCOUNTABLE TO:	Building Positive Lives Co-ordinator
RESPONSIBLE FOR:	Community Champions, facilitators and volunteers

JOB PURPOSE

To provide a multi-lingual information, advice, support (basic befriending and counselling) and advocacy work on domestic violence and other forms of gender based violence, including forced marriage, rape and sexual abuse, honour based crimes and related issues such as immigration/asylum and no recourse to public funds, matrimonial and children, housing and homelessness, mental health and financial matters.

MAIN RESPONSIBILITIES

1. Provide a professional high quality outreach service in different regional locations, as advised by the Co-ordinator
2. Undertake casework and advocacy (this will include liaising with relevant professionals and agencies such as solicitors, social workers, police officers etc.)
3. Provide practical support such as accompanying women to appointments and courts, making reports to such agencies or collecting belongings and otherwise taking all necessary steps to ensure the general safety and wellbeing of women and children.
4. Where necessary to assist staff in organising and running support group activities for women who are isolated and vulnerable due to their experiences of violence and abuse.
5. To publicise and provide AC services, and attend, contribute and represent the organisation at relevant local meetings or initiatives.
6. Write assessment reports and support letters, and under supervision, help to collect evidence and statements, as well as undertake some basic legal representation.
7. Undertake risk assessments for referral to the Multi-Agency Risk Assessment Conferences (MARACs)
8. Establish links with key partners [local authority, police, health, schools, etc.] to ensure effective referral routes and information sharing protocols.

9. Assist in developing and meeting quality standards in relation to advice and casework. This includes administration and IT systems for advice and casework.
10. Assist women who are eligible to make applications for benefits under the Destitute Domestic Violence Concession, and to assist in meeting their housing needs. Also, refer appropriate cases to the AC-Survivor hardship fund to provide subsistence and housing for women with no recourse to public funds. To undertake campaigning and policy work arising from the advice and casework.(This may involve some weekend/evening work)
11. Where necessary, assist to manage, train and supervise Volunteers and Women's Community Champions, in conjunction with the staff team.
12. To support and mentor a number of Women's Community Champions.
13. Follow AC policies and procedures, and maintain IT and case file management systems.
14. Contribute to AC record keeping and provide information for monitoring, evaluation, policy, and research and training purposes.
15. Ensure women are referred to AC counselling and support group services, and to participate in AC activities when required.
16. Be self-servicing and to assist other workers when required.
17. Undertake any additional duties which will contribute to the smooth running of the AC services and projects.

FLEXIBILITY CLAUSE

In order to deliver services effectively, a degree of flexibility is required and the post holder may be required to perform work not specifically referred to above. Such duties however, will fall within the scope of the job at the appropriate grade. This job description will be subjected to review with the post holder, to ensure that it accurately reflects the duties and range of the post. The aim is to improve the quality of service for black and minority women and all matters relating to their well-being.

GENERAL DUTIES AND RESPONSIBILITIES

- Contribute to the smooth running of the Centre and its services.
- Maintain and update relevant digital platforms, databases and resources.
- Attend Angelou Centre meetings, Management Board meetings (where relevant), public meetings and conferences relating to core aims and the management of the project.
- Participate in training programmes and attend courses, seminars and any relevant conferences as agreed by the Executive Director.
- Promote good practice standards in every aspect of the work carried out by the organisation including conduct with colleagues, external agencies and service users.
- Assist in maintaining high standards in all aspects of the organisation's work; this includes complying with and promoting issues of confidentiality, equal opportunities and other policies and procedures of the organisation ensuring that relevant policies and health and safety procedures are employed at all times,
- Attend staff, management, training, supervision and other meetings when required
- Promote equality and diversity in all aspects of the Centre's work

- Actively contribute to the organisation's cohesion, encouraging cross-team working and a problem solving approaches
- Take a personal responsibility to keeping up to date with issues affecting black and minority women and the work of the organisation
- Undertake any other duties consistent with the post, jointly agreed by the post holder and the Executive Director of the Angelou Centre

This post is:

- **Subject to Advanced DBS Disclosure**
- **Subject to the Rehabilitation of Offenders Act (Exceptions Order) 1975. It will be necessary for a Disclosure to be made to the Criminal Records Bureau for details of any previous criminal convictions.**

This post is open to women* only (*exempt under the Equality Act 2010 Schedule 9, Part 1).

THE ANGELOU CENTRE

SESSIONAL OUTREACH WORKER/S

Person Specifications

Important Information for Applicants

The criteria listed in this Person Specification are all essential to the job. Where the Method of Assessment is stated to be the Application Form, your application needs to demonstrate clearly and concisely how you meet each of the criteria, even if other methods of assessment are also shown. If you do not address these criteria fully, or if we do not consider that you meet them, you will not be shortlisted. Please give specific examples wherever possible.

CRITERIA	Essential /Desirable	METHOD OF ASSESSMENT
<p>EXPERIENCE</p> <ol style="list-style-type: none"> 1. Have experience of support work, advocacy or casework either in a paid or voluntary capacity 2. Have experience of working with women, especially black and minority women in a voluntary or paid capacity 3. Have experience of organising meetings, seminars, workshops or conferences and support group activities. 4. Have experience of liaising with a range of professionals and agencies 5. Have experience of preparing reports on behalf of users, preparing progress reports, funding applications or policy submissions to statutory or professional bodies 6. Experience in carrying out risk assessments and risk management. 	<p>E</p> <p>E</p> <p>D</p> <p>E</p> <p>E</p> <p>D</p>	<p>Application/Interview</p> <p>Application/Interview</p> <p>Application/Interview</p> <p>Application/Interview</p> <p>Application/Interview</p> <p>Application/Interview</p>
<p>KNOWLEDGE/QUALIFICATIONS</p> <ol style="list-style-type: none"> 1. Have knowledge and awareness of issues affecting black and minority women, especially in respect of violence against women, state responses, racism and religious and cultural constraints. 2. An excellent understanding of domestic violence as it impacts on women and children, and full regard to child safeguarding issues and procedures 3. A clear understanding of the additional risks present in the lives of victims and their children that may compound the effects of domestic abuse and that, if not addressed or factored into safety plans, may stand in the way of safety 4. Educated to A level or equivalent in a relevant field 	<p>E</p> <p>E</p> <p>E</p> <p>E</p>	<p>Application</p> <p>Application/Interview</p> <p>Application/Interview</p> <p>Application/Interview</p>

<p>SKILLS & ABILITIES:</p> <ol style="list-style-type: none"> 1. Able to demonstrate empathy for the issues and barriers faced by black and minority women 2. Able to work on own initiative and as part of a team without close supervision 3. Able to follow safeguarding procedures for adults and children and to instigate appropriate action 4. Able to empower women and children and enable them to fully participate in and contribute to group work sessions and service development 5. Be able to demonstrate empathy for the issues and barriers faced by black and minority women 6. Have excellent written communication skills in order to be able to write reports on service users 7. Have strong telephone skills and be able to communicate with both vulnerable clients and professionals. 8. Have strong keyboard, word processing and computing skills and knowledge, including use of the internet 9. Able to demonstrate experience of monitoring and evaluation systems 10. Able to work effectively under pressure including prioritising workload and meeting deadlines 11. Fluent in Arabic/ Bengali/Hindi/Punjabi Swahili/Urdu/any African language with English 12. Car driver with a clean licence 	<p>E</p> <p>E</p> <p>D</p> <p>E</p> <p>E</p> <p>E</p> <p>E</p> <p>E</p> <p>D</p> <p>E</p> <p>E</p> <p>E</p>	<p>Application/Interview</p> <p>Application/Interview</p> <p>Application/Interview</p> <p>Application/Interview</p> <p>Application/Interview</p> <p>Application/Interview</p> <p>Application/Interview</p> <p>Application/Interview</p> <p>Application/Interview</p> <p>Application/Interview</p> <p>Application/Interview</p> <p>Application</p>
<p>PERSONAL ATTITUDE AND COMMITMENT</p> <ol style="list-style-type: none"> 1. Commitment to contribute to the Centre's vision, values and priorities 2. To be flexible and adaptable in working with vulnerable women 3. Have an understanding and commitment to shared responsibility in a team context (including covering in cases of emergency) and be able to put this into practice 4. Be willing to undertake general reception, administration and maintenance duties if required 	<p>E</p> <p>E</p> <p>E</p> <p>E</p> <p>E</p>	<p>Application/Interview</p> <p>Interview</p> <p>Interview</p> <p>Interview</p> <p>Interview</p>

THE ANGELOU CENTRE

JOB DESCRIPTION

JOB TITLE:	FGM Support Worker
FIXED TERM:	June 2016-March 2017
SALARY:	£17, 714 (NJC SCP 18) pro rata
WORK HOURS	24 hours per week
LOCATION:	The Angelou Centre (AC), Newcastle Upon Tyne
ACCOUNTABLE TO:	Building Positive Lives Co-ordinator
RESPONSIBLE FOR:	Community Champions, facilitators and volunteers

JOB PURPOSE

To manage referrals to the service, provide one-to-one casework support to women who have undergone Female Genital Mutilation (FGM), including referrals to specialist services and empowerment and support for women to protect their daughters from the practice. This may include some early morning/evening work to provide an accessible service.

MAIN DUTIES

1. Undertake casework and advocacy. This will include liaising with relevant professionals and agencies such as solicitors, social workers, police officers etc.
2. To organise and co-facilitate support groups for women who have undergone FGM
3. To organise and deliver community events on FGM to raise awareness, challenge FGM and increase communities' ability to safeguard children.
4. To develop a network of relevant local community organisations and individuals to support the work of the service.
5. To support women who have undergone FGM and professionals to raise safeguarding concerns with the relevant statutory agencies and take immediate and appropriate steps when an individual is at risk of serious harm.
6. To work in partnership with other staff and manage a team of volunteers and community champions who will support service delivery.
7. To undertake necessary administrative tasks, including dealing with and monitoring activities budgets
8. To collect and record appropriate data for monitoring and evaluating the service in line with the service contract.
9. Work within and promote the Health and Safety, Child Protection and Vulnerable Adults practices of the Angelou Centre at all times
10. Provide a professional high quality outreach service in different regional locations, as advised by the Co-ordinator
11. To publicise and provide AC services, and attend, contribute and represent the organisation at relevant local meetings or initiatives.

12. Write assessment reports and support letters, and under supervision, help to collect evidence and statements, as well as undertake some basic legal representation.
13. Establish links with key partners [local authority, police, health, schools, etc.] to ensure effective referral routes and information sharing protocols.
14. Where necessary, assist to manage, train and supervise Volunteers and Women's Community Champions, in conjunction with the staff team.
15. Follow AC policies and procedures, and maintain IT and case file management systems.
16. Contribute to AC record keeping and provide information for monitoring, evaluation, policy, and research and training purposes.
17. Ensure women are referred to AC counselling and support group services, and to participate in Saheli-Survivors' Network activities when required.
18. To develop training materials for professionals including, schools (primary and secondary), GPs, health visitors, social care, maternity services and voluntary organisations and to deliver training at various levels.
19. Work to support local and regional strategic pathways and attend strategic meetings where necessary

FLEXIBILITY CLAUSE

In order to deliver services effectively, a degree of flexibility is required and the post holder may be required to perform work not specifically referred to above. Such duties however, will fall within the scope of the job at the appropriate grade. This job description will be subjected to review with the post holder, to ensure that it accurately reflects the duties and range of the post. The aim is to improve the quality of service for black and minority women and all matters relating to their well-being.

GENERAL DUTIES AND RESPONSIBILITIES

- Contribute to the smooth running of the Centre and its services.
- Maintain and update relevant digital platforms, databases and resources.
- Attend Angelou Centre meetings, Management Board meetings (where relevant), public meetings and conferences relating to core aims and the management of the project.
- Participate in training programmes and attend courses, seminars and any relevant conferences as agreed by the Executive Director.
- Promote good practice standards in every aspect of the work carried out by the organisation including conduct with colleagues, external agencies and service users.
- Assist in maintaining high standards in all aspects of the organisation's work; this includes complying with and promoting issues of confidentiality, equal opportunities and other policies and procedures of the organisation ensuring that relevant policies and health and safety procedures are employed at all times,
- Attend staff, management, training, supervision and other meetings when required
- Promote good practice and cultural diversity in all aspects of the Centre's work
- Actively contribute to the organisation's cohesion, encouraging cross-team working and a problem solving approaches
- Take a personal responsibility to keeping up to date with issues affecting black and minority women and the work of the organisation
- Undertake any other duties consistent with the post, jointly agreed by the post holder and the Executive Director of the Angelou Centre

This post is:

- **Subject to Advanced DBS Disclosure**
- **Subject to the Rehabilitation of Offenders Act (Exceptions Order) 1975. It will be necessary for a Disclosure to be made to the Criminal Records Bureau for details of any previous criminal convictions.**
- **Open to women* only (*exempt under the Equality Act 2010 Schedule 9, Part 1).**

THE ANGELOU CENTRE

FGM SUPPORT WORKER

Person specifications

Important information for applicants

The criteria listed in this Person Specification are all essential to the job. Where the Method of Assessment is stated to be the Application Form, your application needs to demonstrate clearly and concisely how you meet each of the criteria, even if other methods of assessment are also shown. If you do not address these criteria fully, or if we do not consider that you meet them, you will not be shortlisted. Please give specific examples wherever possible.

CRITERIA	Essential /Desirable	METHOD OF ASSESSMENT
<p>EXPERIENCE</p> <ol style="list-style-type: none"> 1. Have experience of support work, advocacy or casework either in a paid or voluntary capacity 2. Have experience of working with women, especially black and minority women in a voluntary or paid capacity 3. Have experience of organising meetings, seminars, workshops or conferences and support group activities. 4. Have experience of liaising with a range of professionals and agencies 5. Have experience of preparing reports on behalf of users, preparing progress reports, funding applications or policy submissions to statutory or professional bodies 6. Experience in carrying out risk assessments and risk management. 	<p>E</p> <p>E</p> <p>D</p> <p>E</p> <p>E</p> <p>D</p>	<p>Application/Interview</p> <p>Application/Interview</p> <p>Application/Interview</p> <p>Application/Interview</p> <p>Application/Interview</p> <p>Application/Interview</p>
<p>KNOWLEDGE/QUALIFICATIONS</p> <ol style="list-style-type: none"> 1. Have knowledge and awareness of issues affecting black and minority women, especially in respect of violence against women, state responses, racism and religious and cultural constraints. 2. An excellent understanding of FGM as it impacts on women and children, and full regard to child safeguarding issues and procedures 3. A clear understanding of the additional risks present in the lives of victims and their children that may compound the effects of FGM and that, if not addressed or factored into safety plans, may stand in the way of safety 4. Educated to A level or equivalent in a relevant field 	<p>E</p> <p>E</p> <p>E</p> <p>E</p>	<p>Application</p> <p>Application/Interview</p> <p>Application/Interview</p> <p>Application/Interview</p>

<p>SKILLS & ABILITIES:</p> <ol style="list-style-type: none"> 1. Able to demonstrate empathy for the issues and barriers faced by black and minority women 2. Able to work on own initiative and as part of a team without close supervision 3. Able to follow safeguarding procedures for adults and children and to instigate appropriate action 4. Able to empower women and children and enable them to fully participate in and contribute to group work sessions and service development 5. Be able to demonstrate empathy for the issues and barriers faced by black and minority women 6. Have excellent written communication skills in order to be able to write reports on service users 7. Have strong telephone skills and be able to communicate with both vulnerable clients and professionals. 8. Have strong keyboard, word processing and computing skills and knowledge, including use of the internet 9. Able to demonstrate experience of monitoring and evaluation systems 10. Able to work effectively under pressure including prioritising workload and meeting deadlines 11. Fluent in Arabic/ Bengali/Hindi/Punjabi Swahili/Urdu/any African language with English 12. Car driver with a clean licence 	<p>E</p> <p>E</p> <p>D</p> <p>E</p> <p>E</p> <p>E</p> <p>E</p> <p>E</p> <p>E</p> <p>D</p> <p>E</p> <p>D</p> <p>E</p>	<p>Application/Interview</p> <p>Application/Interview</p> <p>Application/Interview</p> <p>Application/Interview</p> <p>Application/Interview</p> <p>Application/Interview</p> <p>Application/Interview</p> <p>Application/Interview</p> <p>Application/Interview</p> <p>Application/Interview</p> <p>Application/Interview</p> <p>Application</p>
<p>PERSONAL ATTITUDE AND COMMITMENT</p> <ol style="list-style-type: none"> 1. Commitment to contribute to the Centre's vision, values and priorities 2. To be flexible and adaptable in working with vulnerable women 3. Have an understanding and commitment to shared responsibility in a team context (including covering in cases of emergency) and be able to put this into practice 4. Be willing to undertake general reception, administration and maintenance duties if required 	<p>E</p> <p>E</p> <p>E</p> <p>E</p>	<p>Application/Interview</p> <p>Interview</p> <p>Interview</p> <p>Interview</p> <p>I</p>

THE ANGELOU CENTRE

Job Description

JOB TITLE:	Parent Support Co-ordinator
SALARY:	£26,293 (NJC SCP 30) pro rata
HOURS:	21 hours per week
FIXED TERM:	September 2016 – August 2021
RESPONSIBLE TO:	Executive Director/Deputy Director
SPECIAL CONDITIONS	To effectively fulfil requirements of this post may involve some evening and weekend work
LOCATION:	AC, refuge and other AC sites (as required)

JOB PURPOSE

The post-holder will be responsible for ensuring the development and effective management of the specialist refuge, children's services, out-of-hours, and on call service provision.

The job involves ensuring that a high standard of crisis intervention and casework support is provided to abused women and their children who are either living in the refuge escaping domestic violence or using the AC based support services.

MAIN DUTIES AND RESPONSIBILITIES

1. To address and counteract the long term-effects of abuse or violence on the physical and mental/emotional health of female Parents/Carers and their children through the provision of one to one counselling support and group activities which have a therapeutic value for children and their mothers.
2. To develop positive trusting relationships with parents/carers, supporting the facilitation of CAFs/TAFs where necessary. This may include supporting child protection conferences, court appointments where relevant as well as directing advocacy support, advice and guidance, stepped down case work and case management.
3. To design the delivery and facilitation of accredited parenting capacity training for parents and Parenting Champions.
4. To provide one to one support and guidance, attendance and support at multi agency meetings in support of mother/carers, both group and individual guidance, training and support
5. Proactive strategic work with statutory, voluntary and community organisations including representation on relevant forums, ongoing development of project, delivery of training to partners, agencies and communities, regional networking and presentation delivery.

6. The worker will effectively budget and be responsible for financial planning and expenditure, with authorisation from management. The worker will contribute to, support evidence and contribute data needed for IMKAAN & Safer Lives CYP Evaluation, ensuring that all information needed for evaluation is correct and complete.
7. The delivery monthly and quarterly client evaluations and support a Parenting focus group to inform and improve development work.
8. To represent parents and advocate on their behalf when dealing with outside agencies such as Social Services, Courts, Health professionals, teachers, schools and all relevant agencies, paying particular attention to the needs of black and minority women and children.
9. To be responsible for co-ordinating and managing positive parenting activities. This includes weekend and holiday activities. To lead and manage the activities which comprises of securing venue, fundraising in conjunction with the Ma Simba Manager, recruiting staff /volunteers, devising a programme of activities, evaluating and generally ensuring the smooth running of the project.
10. To keep accurate and up date records of work undertaken, statistical data, and to devise and maintain effective monitoring systems.
11. Be able to develop positive, trusting relationships with Parents and CYP (particularly the under 5's) and work in a parent positive, child-centric way.
12. The worker will liaise with the Children and Young People's Advocate and MA Simba therapist and support the therapeutic system and appointments.
13. Develop and sustain work with statutory, voluntary and community organisations including representation on relevant forums, ongoing development of project, delivery of training to partners, agencies and communities, regional networking and presentation delivery.
14. Deliver evaluations with individual Parents, their children and groups, support a Parenting Focus Group, and use evaluations and consultations to inform and improve development of work.
15. Participate in multi-agency conferences in respect of parents and children at risk as required, undertaking actions as necessary. Develop and review service delivery arrangements so that it meets young people's needs and encourages their engagement.
16. The worker will recruit, supervise and support Parent Champion volunteers, develop and deliver training programmes and develop their roles in activities, they will also work in a supportive and effective way with their staff team sharing roles and responsibilities to best support the project.
17. To raise public awareness of the effects of domestic violence or abuse on parents, families and children through initiating, supporting and participating on campaigns which have relevance to the post. For instance, this may include giving talks and taking part in organising activities and events undertaken by the organisation such as conferences, public meetings etc.

18. Organisation and maintenance of internal and external project monitoring systems, ongoing improvements and contributions to project reporting to the Trustees, funders and where relevant other agencies
19. To work closely with Ma Simba Manager, as required regarding all aspects of the duties and responsibilities as outlined in this job descriptions.
20. To work at all times in the best interest of AC to avoid any action that may cast AC and/or its activities into disrepute.
21. To undertake any other duty commensurate with the Child Support Worker and as required by your line manager, Deputy Director and the Director of AC

FLEXIBILITY CLAUSE

In order to deliver services effectively, a degree of flexibility is required and the post holder may be required to perform work not specifically referred to above. Such duties however, will fall within the scope of the job at the appropriate grade. This job description will be subjected to review with the post holder, to ensure that it accurately reflects the duties and range of the post. The aim is to improve the quality of service for black and minority women and all matters relating to their well-being.

GENERAL DUTIES AND RESPONSIBILITIES

- Contribute to the smooth running of the Centre and its services.
- Maintain and update relevant digital platforms, databases and resources.
- Attend Angelou Centre meetings, Management Board meetings (where relevant), public meetings and conferences relating to core aims and the management of the project.
- Participate in training programmes and attend courses, seminars and any relevant conferences as agreed by the Executive Director.
- Promote good practice standards in every aspect of the work carried out by the organisation including conduct with colleagues, external agencies and service users.
- Assist in maintaining high standards in all aspects of the organisation's work; this includes complying with and promoting issues of confidentiality, equal opportunities and other policies and procedures of the organisation ensuring that relevant policies and health and safety procedures are employed at all times,
- Attend staff, management, training, supervision and other meetings when required
- Promote good practice and cultural diversity in all aspects of the Centre's work
- Actively contribute to the organisation's cohesion, encouraging cross-team working and a problem solving approaches
- Take a personal responsibility to keeping up to date with issues affecting black and minority women and the work of the organisation
- Undertake any other duties consistent with the post, jointly agreed by the post holder and the Executive Director of the Angelou Centre

This post is:

- **Subject to Advanced DBS Disclosure**
- **Subject to the Rehabilitation of Offenders Act (Exceptions Order) 1975. It will be necessary for a Disclosure to be made to the Criminal Records Bureau for details of any previous criminal convictions.**
- **Open to women* only (*exempt under the Equality Act 2010 Schedule 9, Part 1).**

THE ANGELOU CENTRE

PARENT SUPPORT CO-ORDINATOR

Person Specifications

Important Information for Applicants

The criteria listed in this Person Specification are all essential to the job. Where the Method of Assessment is stated to be the Application Form, your application needs to demonstrate clearly and concisely how you meet each of the criteria, even if other methods of assessment are also shown. If you do not address these criteria fully, or if we do not consider that you meet them, you will not be shortlisted. Please give specific examples wherever possible.

CRITERIA	Essential /Desirable	METHOD OF ASSESSMENT
EXPERIENCE:		
1. Extensive experience of assessing the needs and risks to women and children who are experiencing domestic violence, of advocating for clients, creating crisis plans, individual support and risk management.	E	Application /Interview Application/Interview
2. Experience of managing and developing volunteers and individuals.	E	Application/Interview
3. Experience of working with black and minority mothers, children and young people in community and women's settings	E	Application/Interview Application/Interview
4. Experience of working pro-socially with parents and siblings	E	Application/Interview
5. Extensive experience of providing emotional and practical support to black and minority mothers/carers, children and young people seeking support/advice (e.g. social services, residential work or voluntary sector).	E	Application/Interview
6. Experience of preparing reports for case conferences or similar proceedings in which women and children may be involved.	E	Application/Interview
7. Experience of co-ordinating cultural and social activities for mothers and children.	D	Application/Interview
8. Experience of managing change.		
KNOWLEDGE/QUALIFICATIONS		
1. Good standard of general education –NVQ Level 4-5/degree or equivalent in related area	E	Application
2. A relevant professional qualification in Parenting, Training and/or working with young children	D	Application
3. Knowledge and understanding of the nature of violence against black women and girls well as its impact on them	E	Application/Interview
4. Knowledge and understanding of the emotional and social impact of violence and abuse on mothers and CYP's lives	E	Applications/interview Application/Interview

<ul style="list-style-type: none"> 5. Knowledge of casework procedures and documentation 6. Awareness of social, economic, cultural, linguistic, religious and sexual orientation issues and how they may impact upon the lives of children and their mothers/carers 7. Evidence of continuous professional development to update skills and awareness of working with children and families. 8. Knowledge and experience of designing and delivering training to black and minority parents/mothers, CYP and black and minority women. 9. Demonstrable knowledge of child protection issues. 10. Understanding of the principles and methods of embedding continuous improvement, skills in monitoring and evaluating service performance 	<p>E</p> <p>E</p> <p>E</p> <p>E</p> <p>E</p> <p>D</p>	<p>Application/Interview</p> <p>Application/Interviews</p> <p>Applications/interview</p> <p>Application/Interview</p> <p>Application/Interview</p> <p>Application/Interview</p>
<p>SKILLS & ABILITIES:</p> <ul style="list-style-type: none"> 1. Bilingual, able to speak at least one Asian/African/Middle Eastern language with English. 2. Evidence of high level casework skills including dealing with issues such as child abuse, mental health, substance abuse, working with trauma and crisis intervention. 3. The ability to demonstrate leadership and sound judgement in crisis situations including where lives need to be protected. 4. The ability to manage upwards in a hierarchical structure, ensuring a focus on service users, funders, and the delivery of monitoring targets. 5. Proven ability to manage budgets. 6. Ability to develop, sustain and evaluate joint work between agencies 7. Ability to proactively organise and develop a child centred project that meets needs of diverse CYP 8. Evidence of strong written and verbal communication skills. 9. A methodical and well-organised approach to workload and an ability to work with minimal supervision and to take initiative. 10. Excellent interpersonal skills. An understanding of the needs of black and minority mothers/carers and CYP experiencing violence and abuse and how discrimination affects them. 11. Computer literate and the ability to collect and analyse statistics. 12. Ability to deliver high quality training internally and externally on parenting and safeguarding CYP. 13. Proven ability to develop and support volunteers 	<p>D</p> <p>E</p> <p>E</p> <p>E</p> <p>E</p> <p>E</p> <p>E</p> <p>E</p> <p>E</p> <p>E</p> <p>E</p> <p>E</p> <p>E</p> <p>E</p> <p>E</p> <p>E</p>	<p>Application/ Interview</p> <p>Application/Interview</p> <p>Application/Interview</p> <p>Application/Interview</p> <p>Application/Interview</p> <p>Application/Interview</p> <p>Application/Interview</p> <p>Application/Interview</p> <p>Application/Interview</p> <p>Application/Interview</p> <p>Application/Interview</p> <p>Application/Interview</p> <p>Application/Interview</p> <p>Application/Interview</p> <p>Application/Interview</p> <p>Application/Interview</p> <p>Application/Interview</p>
<p>PERSONAL ATTITUDE AND COMMITMENT</p> <ul style="list-style-type: none"> 5. A black feminist perspective in working with survivors of 	<p>E</p>	<p>Application/Interview</p>

violence and abuse		
6. Commitment to contribute to the Centre's vision, values and priorities	E	Interview
7. To be flexible and adaptable in working with vulnerable CYP	E	Interview
8. Clear focus on delivering high quality services and able to critically assess own performance and reflect on own practice	E	Interview
9. Reliable and trustworthy, efficient and punctual, consistent and flexible – able to deal with changing and competing demands	E	Interview

THE ANGELOU CENTRE

Job Description

JOB TITLE:	Specialist KIDVA (Children and Young People's Advocate)
SALARY:	£25,440 (NJC SCP 29) pro rata
HOURS:	21 hours per week
FIXED TERM:	September 2016 –August 2021
RESPONSIBLE TO:	Executive Director/Deputy Director
SPECIAL CONDITIONS	To effectively fulfil requirements of this post may involve some evening and weekend work
LOCATION:	AC, refuge and other AC sites (as required)

JOB PURPOSE

To have key responsibility for devising and implementing a structured programme of advocacy and casework support for black and minority children who may have experienced or witnessed domestic violence, physical, emotional or sexual abuse and to coordinate and manage the therapeutic, play and educational activities.

MAIN RESPONSIBILITIES:

1. To represent children and advocate on their behalf when dealing with outside agencies such as Social Services, Courts, Health professionals, teachers, schools and all relevant agencies, paying particular attention to the needs of black and minority women and children.
2. To be responsible for co-ordinating and managing play and educational activities for children. This includes weekend and holiday activities. To lead and manage the activities which comprises of securing venue, fundraising in conjunction with the Ma Simba Manager, recruiting staff /volunteers, devising a programme of activities, evaluating and generally ensuring the smooth running of the scheme.
3. To raise public awareness of the effects of domestic violence or abuse on black and minority Children and Young People (CYP) through initiating, supporting and participating in campaigns which have relevance to the post. For instance, this may include giving talks and taking part in organising activities and events undertaken by the organisation such as conferences, public meetings etc.
4. To keep accurate and up date records of work undertaken, statistical data, and to devise and maintain effective monitoring systems.
5. Hold a caseload of CYP who are experiencing domestic abuse, working within the team to provide high quality telephone or face to face crisis intervention, information and advocacy, offering support with respect to risk management and safety planning, criminal and civil remedies, housing, health, welfare rights, and children's legislation.
6. Be able to develop positive, trusting relationships with CYP of all ages and work in a child-centric way.

7. Liaise with the Parenting Co-ordinator and MA Simba therapist and support the therapeutic system and appointments.
8. Develop and sustain work with statutory, voluntary and community organisations including representation on relevant forums, ongoing development of project, delivery of training to partners , agencies and communities, regional networking and presentation delivery.
9. Deliver evaluations with individual CYP and groups, support a CYP project Focus Group, and use evaluations and consultations to inform and improve development of work.
10. Participate in multi-agency conferences in respect of children and adults at risk as required, undertaking actions as necessary. Develop and review service delivery arrangements so that it meets young people's needs and encourages their engagement.
11. The worker will recruit, supervise and support volunteers, develop and deliver training programmes and develop their roles in CYP activities, they will also work in a supportive and effective way with their staff team sharing roles and responsibilities to best support the project.
12. Organisation and maintenance of internal and external project monitoring systems, ongoing improvements and contributions to project reporting to the Trustees, funders and where relevant other agencies
13. To work closely with the, as required regarding all aspects of the duties and responsibilities as outlined in this job descriptions.
14. To work at all times in the best interest of AC to avoid any action that may cast AC and/ or its activities into disrepute.
15. To undertake any other duty commensurate with the Child Support Worker and as required by your line manager, Deputy Director and the Director of AC

FLEXIBILITY CLAUSE

In order to deliver services effectively, a degree of flexibility is required and the post holder may be required to perform work not specifically referred to above. Such duties however, will fall within the scope of the job at the appropriate grade. This job description will be subjected to review with the post holder, to ensure that it accurately reflects the duties and range of the post. The aim is to improve the quality of service for black and minority women and all matters relating to their well-being.

GENERAL DUTIES AND RESPONSIBILITIES

- Contribute to the smooth running of the Centre and its services.
- Maintain and update relevant digital platforms, databases and resources.
- Attend Angelou Centre meetings, Management Board meetings (where relevant), public meetings and conferences relating to core aims and the management of the project.
- Participate in training programmes and attend courses, seminars and any relevant conferences as agreed by the Executive Director.
- Promote good practice standards in every aspect of the work carried out by the organisation including conduct with colleagues, external agencies and service users.
- Assist in maintaining high standards in all aspects of the organisation's work; this includes complying with and promoting issues of confidentiality, equal opportunities and other policies and procedures of the organisation ensuring that relevant policies and health and safety procedures are employed at all times,

- Attend staff, management, training, supervision and other meetings when required
- Promote good practice and cultural diversity in all aspects of the Centre's work
- Actively contribute to the organisation's cohesion, encouraging cross-team working and a problem solving approaches
- Take a personal responsibility to keeping up to date with issues affecting black and minority women and the work of the organisation
- Undertake any other duties consistent with the post, jointly agreed by the post holder and the Executive Director of the Angelou Centre

This post is:

•Subject to Advanced DBS Disclosure

•Subject to the Rehabilitation of Offenders Act (Exceptions Order) 1975. It will be necessary for a Disclosure to be made to the Criminal Records Bureau for details of any previous criminal convictions.

This post is open to women* only (*exempt under the Equality Act 2010 Schedule 9, Part 1).

THE ANGELOU CENTRE

SPECIALIST KIDVA (CHILDREN AND YOUNG PEOPLE’S ADVOCATE)

PERSON SPECIFICATIONS

Important Information or Applicants

The criteria listed in this Person Specification are all essential to the job. Where the Method of Assessment is stated to be the Application Form, your application needs to demonstrate clearly and concisely how you meet each of the criteria, even if other methods of assessment are also shown. If you do not address these criteria fully, or if we do not consider that you meet them, you will not be shortlisted. Please give specific examples wherever possible.

CRITERIA	Essential /Desirable	METHOD OF ASSESSMENT
EXPERIENCE:		
1. Extensive experience of assessing the needs and risks to women and children who are experiencing domestic violence, of advocating for clients, creating crisis plans, individual support and risk management.	E	Application/Interview
2. Experience of managing and developing volunteers and individuals.	D	Application/Interview
3. Experience of working with black and minority children and young people in children’s or youth settings	E	Application/Interview
4. Experience of working pro-socially with parents and siblings	E	Application/Interview
5. Extensive experience of providing emotional and practical support to black and minority children and young people seeking support/advice (e.g. social services, residential work or voluntary sector).	E	Application/Interview
6. Experience of preparing reports for case conferences or similar proceedings in which women and children may be involved.	E	Application/Interview
7. Experience of co-ordinating cultural and social activities for CYP	E	Application/Interview
8. Experience of managing change.	D	Application/Interview
KNOWLEDGE/QUALIFICATIONS		
1. Good standard of general education –NVQ Level 4-5/degree or equivalent in related area	E	Application
2. A relevant professional qualification in play, youth or children’s studies	D	Application
3. Demonstrable knowledge of child protection issues.	E	Application/Interview
4. Knowledge and understanding of the gendered nature of violence against black women and girls well as its impact on them	E	Applications/interview
5. Knowledge and understanding of the emotional and social impact of violence and abuse on CYP’s lives	E	Application/Interview

6. A comprehensive knowledge of current general and welfare rights legislation as it effects children and their parents escaping domestic violence e.g. DSS and Housing benefits/ homelessness legislation /injunctions/immigration.	E	Application/Interview
7. Knowledge of casework procedures and documentation	E	Application/Interviews
8. To have an awareness of social, economic, cultural, linguistic, religious and sexual orientation issues and how they may impact upon the lives of children and their mothers/carers	E	Application/Interviews
9. Evidence of continuous professional development to update skills and awareness of gender based violence	D	Application/Interviews
10. Understanding of the principles and methods of embedding continuous improvement, skills in monitoring and evaluating service performance	D	Application/Interviews
SKILLS & ABILITIES:		
1. Bilingual, able to speak at least one Asian/African/Middle Eastern language with English.	D	Application/ Interview
2. Evidence of high level casework skills including dealing with issues such as child abuse, mental health, substance abuse, working with trauma and crisis intervention.	E	Application/Interview
3. The ability to demonstrate leadership and sound judgement in crisis situations including where lives need to be protected.	E	Application/Interview
4. The ability to manage upwards in a hierarchical structure, ensuring a focus on service users, funders, and the delivery of monitoring targets.	E	Application/Interview
5. Ability to proactively organise and develop a child centred project that meets the needs of diverse CYP	E	Application/Interview
6. Evidence of strong written and verbal communication skills.	E	Application/Interview
7. A methodical and well-organised approach to workload and an ability to work with minimal supervision and to take initiative.	E	Application/Interview
8. Good interpersonal skills including the ability to establish boundaries and maintain professional distance with staff and residents whilst at the same time creating trust and warmth.	E	Application/Interview
9. An understanding of group dynamics in a residential setting.	E	Application/Interview
10. Computer literate and the ability to collect and analyse statistics.	E	Application/Interview
11. Ability to deliver high quality training internally and externally on children, young people and domestic violence.	E	Application/Interview
12. Proven ability to ensure team successfully delivers outcomes for funders and that it works to standards	E	Application/Interview

required for the service. 13. Proven ability to develop and support volunteers	D	
PERSONAL ATTITUDE AND COMMITMENT		
1. A black feminist perspective in working with survivors of violence and abuse	E	Application/Interview
2. Commitment to contribute to the Centre's vision, values and priorities	E	Interview
3. To be flexible and adaptable in working with vulnerable CYP	E	Interview
4. Clear focus on delivering high quality services and able to critically assess own performance and reflect on own practice	E	Interview
5. Reliable and trustworthy, efficient and punctual, consistent and flexible – able to deal with changing and competing demands	E	Interview

THE ANGELOU CENTRE

Job Description

JOB TITLE:	Project Administrator
SALARY:	£16,231 (NJC SCP 14) pro rata
HOURS:	21 hours per week
FIXED TERM:	September 2016 –August 2021
RESPONSIBLE TO:	Executive Director/Deputy Director
LOCATION:	AC and other AC sites (as required)

JOB PURPOSE

To provide project administration and reception support as directed by the project manager and finance officer.

MAIN RESPONSIBILITIES:

1. To support effective communication amongst the staff team and service users which includes the use of calendar, central emails and other forms of correspondence.
2. To upkeep and maintain project records and databases, electronic and paper based bookings, registration of activities and all associated paperwork and proformas
3. To support petty cash systems and provide financial admin support that includes the maintenance of financial records/databases and contribution of accurate records for SAGE.
4. To analyse and evaluate data/information provide quality word, excel documents and proformas where required such as letters to service users and petty cash excel records.
5. To provide general admin duties such as purchase orders, copying, typing and the reception of clients/service users.
6. To support some administrative aspects of workers case file management, evaluations and project monitoring. The post holder will also support internal and external monitoring submissions and evaluations.
7. To ensure the smooth running of associated events and presentations, attending and supporting these events where necessary and assist with marketing and promotion.
8. Supervise volunteers, where relevant, work in a supportive and effective way with the staff team sharing roles and responsibilities to best support the project.
9. To keep accurate and up date records of work undertaken, statistical data, and to maintain effective monitoring systems.
10. Monitor and manage stock within an agreed budget, cataloguing resources and undertaking audits as required

11. Be able to develop positive social relationships with diverse service users and have the ability to direct them to the necessary support within the organization.
12. The worker will liaise with the Parenting Co-ordinator and CYP Advocate and therapists as well as supporting the therapeutic system and appointments.
13. Organise and maintain internal and external project monitoring systems, ongoing improvements and contributions.
14. To work closely with the Finance Officer, as required, regarding all aspects of the duties and responsibilities as outlined in this job descriptions.
15. To work at all times in the best interest of AC to avoid any action that may cast AC and/ or its activities into disrepute.
16. To undertake any other duty commensurate with the administrative role and as required by the line manager and the Director of AC

Flexibility Clause

In order to deliver services effectively, a degree of flexibility is required and the post holder may be required to perform work not specifically referred to above. Such duties however, will fall within the scope of the job at the appropriate grade. This job description will be subjected to review with the post holder, to ensure that it accurately reflects the duties and range of the post. The aim is to improve the quality of service for black and minority women and all matters relating to their well being.

The post holder will be required to be on call at all times and be expected to provide direct out of-hours cover as required - including during bank holidays.

General duties and responsibilities

- Contribute to the smooth running of the Centre and its services.
- Maintain and update relevant digital platforms, databases and resources.
- Attend Angelou Centre meetings, Management Board meetings (where relevant), public meetings and conferences relating to core aims and the management of the project.
- Participate in training programmes and attend courses, seminars and any relevant conferences as agreed by the Executive Director.
- Promote good practice standards in every aspect of the work carried out by the organisation including conduct with colleagues, external agencies and service users.
- Assist in maintaining high standards in all aspects of the organisation's work; this includes complying with and promoting issues of confidentiality, equal opportunities and other policies and procedures of the organisation ensuring that relevant policies and health and safety procedures are employed at all times,
- Attend staff, management, training, supervision and other meetings when required
- Promote good practice and cultural diversity in all aspects of the Centre's work
- Actively contribute to the organisation's cohesion, encouraging cross-team working and a problem solving approaches
- Take a personal responsibility to keeping up to date with issues affecting black and minority women and the work of the organisation
- Undertake any other duties consistent with the post, jointly agreed by the post holder and the Executive Director of the Angelou Centre

This post is:

- **Subject to Advanced DBS Disclosure**
- **Subject to the Rehabilitation of Offenders Act (Exceptions Order) 1975. It will be necessary for a Disclosure to be made to the Criminal Records Bureau for details of any previous criminal convictions.**
- **Open to women* only (*exempt under the Equality Act 2010 Schedule 9, Part 1).**

THE ANGELOU CENTRE

PROJECT ADMINISTRATOR

Person specifications

Important information for applicants

The criteria listed in this Person Specification are all essential to the job. Where the Method of Assessment is stated to be the Application Form, your application needs to demonstrate clearly and concisely how you meet each of the criteria, even if other methods of assessment are also shown. If you do not address these criteria fully, or if we do not consider that you meet them, you will not be shortlisted. Please give specific examples wherever possible.

CRITERIA	Essential /Desirable	METHOD OF ASSESSMENT
EXPERIENCE OF:		
1. Working as an administrator or administrative support worker.	E	Application /Interview
2. Using a wide range of IT and paper based organisational systems and databases.	E	Application/Interview
3. Working with or volunteering with black and minority women and children.	E	Application/Interview
4. Providing reception or advice and guidance within an administrative or community setting.	E	Application/Interview
5. Providing diverse administrative support for staff and management.		
6. Organising conferences, meetings, cultural and social activities.	E	Application/Interview
7. Experience of analysing data and ability to record data accurately.	D	Application/Interview
8. Experience of handling and managing petty cash.	E	Application/Interview
9. Experience of supporting change.	D	Application/Interview
	D	Application/Interview
KNOWLEDGE/QUALIFICATIONS		
1. Good standard of general education: 5 GCSE's including Maths and English, minimum NVQ Level 2/3 Administrative qualification, education to A Level standard.	E	Application
2. Minimum of 1 year's successful experience of working/volunteering in an administrative or community role.	D	Application
3. Knowledge and understanding of the nature of violence against black women and girls well as its impact on them	D	Application/Interview
4. Knowledge of supporting casework procedures and documentation	E	Applications/interview
5. To have an awareness of social, economic, cultural, linguistic, religious and sexual orientation	E	Application/Interview

<p>issues and how they may impact upon the lives of children and their mothers/carers.</p>		
<p>SKILLS & ABILITIES:</p> <ol style="list-style-type: none"> 1. Excellent IT skills and knowledge of database, proficiency in MS Office 2. Excellent time management skills and ability to multi-task and prioritise work 3. Evidence of strong written and verbal communication skills. 4. A methodical and well-organised approach to workload and an ability to work with supervision and to take initiative. 5. Ability to build and maintain successful relationships with Service Users, treat them consistently, with respect and consideration 6. Good interpersonal skills and the ability to work collaboratively with colleagues and carry out role effectively, knowing when to seek help and advice 7. Able to collect and analyse statistics. 8. Proven ability to work with and support volunteers 9. Bilingual, able to speak at least one Asian/African/Middle Eastern language with English 	<p>E</p> <p>E</p> <p>E</p> <p>E</p> <p>E</p> <p>E</p> <p>E</p> <p>E</p> <p>D</p> <p>D</p>	<p>Application/ Interview</p> <p>Application/Interview</p> <p>Application/Interview</p> <p>Application/Interview</p> <p>Application/Interview</p> <p>Application/Interview</p> <p>Application/Interview</p> <p>Application/Interview</p> <p>Application/Interview</p> <p>Application/Interview</p>
<p>PERSONAL ATTITUDE AND COMMITMENT</p> <ol style="list-style-type: none"> 1. Commitment to contribute to the Centre's vision, values and priorities 2. To be flexible and adaptable in working with vulnerable women and CYP 3. Reliable and trustworthy, efficient and punctual, consistent and flexible – able to deal with changing and competing demands 	<p>E</p> <p>E</p> <p>E</p>	<p>Application/Interview</p> <p>Interview</p> <p>Interview</p>

THE ANGELOU CENTRE

Job Description

JOB TITLE:	Refuge Manager
SALARY:	£27,924 - £29,558 (NJC SCP 32-34) pro rata
HOURS:	18 hours per week
FIXED TERM:	September 2016 –August 2021
RESPONSIBLE TO:	Executive Director/Deputy Director
SPECIAL CONDITIONS	To effectively fulfil requirements of this post may involve some evening and weekend work
LOCATION:	AC, refuge and other AC sites (as required)

Job Purpose

The post-holder will be responsible for ensuring the development and effective management of the specialist refuge, children's services, out-of-hours, and on call service provision.

The job involves ensuring that a high standard of crisis intervention and casework support is provided to abused women and their children who are either living in the refuge escaping domestic violence or using the AC based support services.

Main responsibilities:

1. To manage the delivery of high quality support to women and children escaping domestic violence, including managing refuge housing and support services in accordance with Angelou Centre's (AC's) operational policies and procedures.
2. To ensure culturally specific support for black and minority women and their children escaping domestic violence.
3. To ensure the services are sensitive to the needs of the women and children using them and that the policies, procedures and ethos of AC are fully understood and implemented by staff.
4. To ensure that the refuge provides a safe supportive and welcoming environment in compliance with housing law and the requirements of registered social landlords.
5. To contribute to AC's aims and objectives by developing effective partnerships and good links within the area, including with outside agencies and organisations including local authorities, registered social landlords.
6. To provide emergency cover during out of hours periods and back-up management support to the project and other projects when required.

7. To ensure efficient management of rent collections and voids ensuring that all financial processes are undertaken in accordance with AC's financial procedures.
8. To manage an allocated budget in conjunction with the Executive Director and the Finance Team.
9. To ensure the highest standard of accommodation is achieved and that housing maintenance tasks are regularly carried out.
10. To participate in the monitoring, planning and continuous improvement of the services provided, especially in response to the feedback of women and children producing monthly reports as required.
11. To manage and develop a staff team, ensuring their involvement in the continuous improvement of the services; supporting staff through monthly supervision meetings ensuring that probationary reviews are carried out, annual appraisals conducted and effective performance management of all direct reports is maintained.
12. To ensure the ongoing training and development of staff and that they undertake relevant training.
13. To oversee staff casework and that casework records are kept to the required standard to ensure quality service provision and clarity and accuracy for monitoring purposes.
14. To ensure regular Health and Safety and Risk Assessment Procedures are carried out and hold overall responsibility for Health and Safety on site.
15. To ensure a high standard of crisis intervention.
16. To maintain confidentiality of women living in the refuges and accessing services, and ensure that all confidentiality agreements are signed by staff ensuring that professional boundaries are always maintained when working with service users, staff and external bodies.
17. To work within a line management structure and to report immediately any problems/difficulties/complaints to the Executive Director and participate in any follow up investigations as required.
18. To regularly attend senior management meetings at the Centre.

Flexibility Clause

In order to deliver services effectively, a degree of flexibility is required and the post holder may be required to perform work not specifically referred to above. Such duties however, will fall within the scope of the job at the appropriate grade. This job description will be subjected to review with the post holder, to ensure that it accurately reflects the duties and range of the post. The aim is to improve the quality of service for black and minority women and all matters relating to their women's well being.

The post holder will be required to be on call at all times and be expected to provide direct out-of-hours cover as required - including during bank holidays.

General duties and responsibilities

- Contribute to the smooth running of the Centre and its services.
- Maintain and update relevant digital platforms, databases and resources.
- Attend Angelou Centre meetings, Management Board meetings (where relevant), public meetings and conferences relating to core aims and the management of the project.
- Participate in training programmes and attend courses, seminars and any relevant conferences as agreed by the Executive Director.
- Promote good practice standards in every aspect of the work carried out by the organisation including conduct with colleagues, external agencies and service users.
- Assist in maintaining high standards in all aspects of the organisation's work; this includes complying with and promoting issues of confidentiality, equal opportunities and other policies and procedures of the organisation ensuring that relevant policies and health and safety procedures are employed at all times,
- Attend staff, management, training, supervision and other meetings when required
- Promote good practice and cultural diversity in all aspects of the Centre's work
- Actively contribute to the organisation's cohesion, encouraging cross-team working and a problem solving approaches
- Take a personal responsibility to keeping up to date with issues affecting black and minority women and the work of the organisation
- Undertake any other duties consistent with the post, jointly agreed by the post holder and the Executive Director of the Angelou Centre

This post is:

- **Subject to Advanced DBS Disclosure**
- **Subject to the Rehabilitation of Offenders Act (Exceptions Order) 1975. It will be necessary for a Disclosure to be made to the Criminal Records Bureau for details of any previous criminal convictions.**

This post is open to women* only (*exempt under the Equality Act 2010 Schedule 9, Part 1).

THE ANGELOU CENTRE

REFUGEE MANAGER

Person Specifications

Important information for Applicants

The criteria listed in this Person Specification are all essential to the job. Where the Method of Assessment is stated to be the Application Form, your application needs to demonstrate clearly and concisely how you meet each of the criteria, even if other methods of assessment are also shown. If you do not address these criteria fully, or if we do not consider that you meet them, you will not be shortlisted. Please give specific examples wherever possible.

CRITERIA	Essential /Desirable	METHOD OF ASSESSMENT
EXPERIENCE:		
1 Extensive experience of assessing the needs and risks to women and children who are experiencing domestic violence, of advocating for clients, creating crisis plans, individual support and risk management.	E	Application /Interview Application/Interview
2 Experience of managing and developing teams and individuals.	E	Application/Interview
3 Experience of working in women's refuge or residential, health and/or community setting.	E	Application/Interview
4 Extensive experience of providing emotional and practical support to black and minority women seeking support/advice (e.g. social services, residential work or voluntary sector).	E	Application/Interview
5 Experience of preparing reports for case conferences or similar proceedings in which women and children may be involved.	E	Application/Interview
6 Experience of managing change.	D	Application/Interview
KNOWLEDGE/QUALIFICATIONS		
1 Good standard of general education –NVQ Level 4-5/degree or equivalent in related area	E	Application
2 A relevant professional qualification in management/ social work /housing.	D	Application
3 Knowledge and awareness of the complexities of domestic violence and its impact on black and minority women and children.	E	Application/Interview
4 Knowledge of managing supported accommodation and the full range of housing management responsibilities including preventing rent arrears, eviction, health and safety, housing, legal and welfare rights of women and children experiencing domestic violence and of working in multi-agency partnerships.	E	Application/Interview

5	Knowledge of system of key work, care planning and needs assessment	E	Application/Interview
6	A comprehensive knowledge of current general and welfare rights legislation as it effects black and minority women escaping domestic violence e.g. DSS and housing benefits/ homelessness/immigration legislation	E	Application/Interview
7	To have an awareness of social, economic, cultural, linguistic, religious and sexual orientation issues and how they may impact upon the lives of women and children survivors	E	Application/Interviews
8	Demonstrable knowledge of child protection issues.	E	Application/Interview
9	An understanding of group dynamics in a residential setting.	E	Application/Interview
10	Evidence of continuous professional development to update skills and awareness of Domestic Violence	E	Application/Interview
SKILLS & ABILITIES:			
1	Bilingual, able to speak at least one Asian/African/Middle Eastern language with English.	E	Application/ Interview
2	Evidence of high level casework supervision skills and the ability to oversee and direct complex domestic violence casework including issues such as child abuse, mental health, substance abuse, working with trauma in adults and children and crisis intervention.	E	Application/Interview
3	Ability to communicate the refuge's philosophical principles and inspire staff and others about the refuge's mission.	E	Application/Interview
4	The ability to demonstrate leadership and sound judgement in crisis situations including where lives need to be protected.	E	Application/Interview
5	The ability to manage upwards in a hierarchical structure, ensuring a focus on service users, funders, and the delivery of monitoring targets.	E	Application/Interview
6	Proven ability to ensure team successfully delivers outcomes for funders and that it works to standards required for the service.	E	Application/Interview
7	Proven ability to manage budgets.	E	Application/Interview
8	Ability to develop, sustain and evaluate joint work between agencies including the ability to establish good working relationships with housing departments, housing associations and other key agencies and the ability to negotiate effectively with these agencies.	E	Application/Interview
9	Evidence of strong written and verbal communication skills.	E	Application/Interview
10	A methodical and well-organised approach to workload and an ability to work with minimal supervision and to take initiative.	E	Application/Interview

11 Good interpersonal skills including the ability to establish boundaries and maintain professional distance with staff and residents whilst at the same time creating trust and warmth.	E	Application/Interview
12 Computer literate and the ability to collect and analyse statistics.	E	Application/Interview
13 Ability to deliver high quality training internally and externally in domestic violence.	D	Application/Interview
14 Proven ability to coach and develop staff to become skilled caseworkers.	D	Application/Interview
15 Understanding of the principles and methods of embedding continuous improvement, skills in monitoring and evaluating service performance	D	Application/Interview Application/Interview
PERSONAL ATTITUDE AND COMMITMENT		
1 A black feminist perspective in working with survivors of violence and abuse	E	Application/Interview
2 Commitment to contribute to the Centre's vision, values and priorities	E	Interview
3 To be flexible and adaptable in working with vulnerable women	E	Interview
4 Clear focus on delivering high quality services and able to critically assess own performance and reflect on own practice	E	Interview
5 Reliable and trustworthy, efficient and punctual, consistent and flexible – able to deal with changing and competing demands	E	Interview

THE ANGELOU CENTRE

JOB DESCRIPTION

JOB TITLE:	Refuge Worker and Advocate
SALARY:	£25,440- £27,123 (NJC SCP 29-31)
HOURS:	36 hours per week
FIXED TERM:	September 2016 –August 2021
RESPONSIBLE TO:	Refuge Manager
SPECIAL CONDITIONS	To effectively fulfil this post requirements may mean some evening and weekend work
LOCATION:	Angelou Centre, Angelou Haven and any other sites

JOB PURPOSE

The primary purpose of this post is to work in a committed and motivated way with black and minority women and children in the refuge through provision and supervision of comprehensive advice and caseworker support and care, development and management supervision for allocated staff, as well as working to highlight and raise public awareness around political and social issues of domestic violence in relation to this specialist client group.

MAIN DUTIES

1. To have key responsibility in the referral and reception of women and children into the refuge and through Centre-based referrals.
2. To provide one to one emotional support to survivors, with the specific aim of encouragement and empowerment to enable them to make informed choices in their lives.
3. To ensure the provision of caseworker support services for women and children seeking refuge accommodation.
4. To deliver a high standard of care planning and casework for residents at the refuge.
5. To provide survivors with all necessary and relevant information on policies and procedures of the refuge, such as confidentiality/licence agreements/house rules/aims and objectives of AC etc.
6. To take responsibility for the provision of all aspects of casework support. This includes advising on and assisting with obtaining benefits, injunctions and other legal remedies, immigration rights, children and contact issues, police escorts, health

housing and move-on accommodation, training/education matters, and other relevant areas.

7. To ensure completion of all necessary forms including housing and welfare benefit forms.
8. To represent women and advocate on their behalf when dealing with outside agencies such as the Housing department, Police, DSS, Solicitors, Social Services, Health Professionals, and all other relevant agencies.
9. To raise public awareness of the issues domestic violence and its effect on black and minority women through initiating, supporting, participating in campaigns which have a relevance to the post. This may involve public speaking, preparing case studies, giving testimonies and taking part in the organisation of activities and events undertaken by the organisation such as conferences, public meetings, socials etc.
10. To ensure effective policy development in the field of domestic violence that promotes the best interest of our service user group.
11. To offer a programme of resettlement support to women/families moving out from emergency accommodation to independent living. At a practical level this will include assistance with claiming relevant benefits, connection of gas and electrical services, budgeting etc. At an emotional level this will include providing one-to-one support for personal development and independence (i.e. by empowering women to establish their own support networks in the community and encouraging them to identify their own training/educational/employment needs, accessing the training and development offered at the Centre) thus ultimately encouraging them towards self-help.
12. To work at all times in the best interest of the AC and to avoid any action that may cast AC and/or its activities into disrepute.

FLEXIBILITY CLAUSE

In order to deliver services effectively, a degree of flexibility is required and the post holder may be required to perform work not specifically referred to above. Such duties however, will fall within the scope of the job at the appropriate grade. This job description will be subjected to review with the post holder, to ensure that it accurately reflects the duties and range of the post. The aim is to improve the quality of service for black and minority women and all matters relating to their women's well-being.

GENERAL DUTIES AND RESPONSIBILITIES

- Contribute to the smooth running of the Centre and its services.
- Maintain and update relevant digital platforms, databases and resources.
- Attend Angelou Centre meetings, Management Board meetings (where relevant), public meetings and conferences relating to core aims and the management of the project.
- Participate in training programmes and attend courses, seminars and any relevant conferences as agreed by the Executive Director.
- Promote good practice standards in every aspect of the work carried out by the organisation including conduct with colleagues, external agencies and service users.
- Assist in maintaining high standards in all aspects of the organisation's work; this includes complying with and promoting issues of confidentiality, equal

- opportunities and other policies and procedures of the organisation ensuring that relevant policies and health and safety procedures are employed at all times,
- Attend staff, management, training, supervision and other meetings when required
 - Promote good practice and cultural diversity in all aspects of the Centre's work
 - Actively contribute to the organisation's cohesion, encouraging cross-team working and a problem solving approaches
 - Take a personal responsibility to keeping up to date with issues affecting black and minority women and the work of the organisation
 - Undertake any other duties consistent with the post, jointly agreed by the post holder and the Executive Director of the Angelou Centre

This post is:

- **Subject to Advanced DBS Disclosure**
- **Subject to the Rehabilitation of Offenders Act (Exceptions Order) 1975. It will be necessary for a Disclosure to be made to the Criminal Records Bureau for details of any previous criminal convictions.**
- **Open to women* only (*exempt under the Equality Act 2010 Schedule 9, Part 1).**

THE ANGELOU CENTRE

REFUGE WORKER AND ADVOCATE

Person Specifications

Important Information for Applicants

The criteria listed in this Person Specification are all essential to the job. Where the Method of Assessment is stated to be the Application Form, your application needs to demonstrate clearly and concisely how you meet each of the criteria, even if other methods of assessment are also shown. If you do not address these criteria fully, or if we do not consider that you meet them, you will not be shortlisted. Please give specific examples wherever possible.

CRITERIA	Essential /Desirable	METHOD OF ASSESSMENT
<p>EXPERIENCE:</p> <ol style="list-style-type: none"> 1. Experience of working in women's refuge/residential, health and/or community setting. 2. Extensive experience of providing emotional and practical support to people seeking support/advice (e.g. social services, residential work or voluntary sector). 3. Extensive experience of assessing the needs and risks to women and children who are experiencing domestic violence, of advocating for clients, creating crisis plans, individual support and risk management. 4. Experience of working with black and minority women and children 	<p>E</p> <p>E</p> <p>E</p> <p>E</p>	<p>Application/Interview</p> <p>Application/Interview</p> <p>Application/Interview</p> <p>Application/Interview</p>
<p>KNOWLEDGE/QUALIFICATIONS</p> <ol style="list-style-type: none"> 1. Good standard of general education –NVQ Level 4-5/degree or equivalent in related area 2. A relevant professional qualification in management/ social work /housing. 3. Knowledge and understanding of the nature of violence against black women and girls well as its impact on them 4. Knowledge of system of key work, care planning and needs assessment 5. To have an awareness of social, economic, cultural, linguistic, religious and sexual orientation issues and how they may impact upon the lives of children and their mothers/carers 6. Evidence of continuous professional development to update skills and awareness of gender based 	<p>E</p> <p>D</p> <p>E</p> <p>E</p> <p>E</p> <p>E</p>	<p>Application</p> <p>Application/Interview</p> <p>Application/Interview</p> <p>Application/Interview</p> <p>Application/Interview</p> <p>Application/Interview</p>

violence		
SKILLS & ABILITIES:		
1. Able to work in an empathetic manner, to maintain consistency and develop a rapport with service users	E	Application/Interview
2. Able to work effectively in partnership with children, mothers/carers and other organisations	E	Application/Interview
3. Able to follow safeguarding procedures for adults and children and to instigate appropriate action	E	Application/Interview
4. Able to empower women and children and enable them to fully participate in and contribute to group work sessions and service development	E	Application/Interview
5. Able to build effective and productive working relationships with people at all levels	E	Application/Interview
6. Ability to function effectively in high-pressured situations	E	Application/Interview
7. Excellent time management, organisation and communication skills.	E	Application/Interview
8. Strong crisis management skills, methodical and well organised	E	Application/Interview
9. Proficient at using Information Technology including Windows, Microsoft Office, email and the Internet	E	Application/Interview
10. Able to demonstrate experience and command of monitoring and evaluation systems and delivery of reports on a quarterly basis or as required.	E	Application/Interview
11. Able to prioritise own workload and deal with competing demands	E	Application/Interview
12. Able to work independently with minimum supervision as well as working collaboratively	E	Application/Interview
13. Able to appraise work, provide feedback and follow-up of tasks and projects as assigned and make consistent and constructive progress to achieve a clear and satisfactory output.	E	Application/Interview
14. Bilingual skills: fluency in Arabic/ Bengali/Hindi/Punjabi Swahili/Urdu/any African language with English	E	Application/Interview

PERSONAL ATTITUDE AND COMMITMENT		
1. A black feminist perspective in working with survivors of violence and abuse	E	Application/Interview
2. Commitment to contribute to the Centre's vision, values and priorities	E	Interview
3. To be flexible and adaptable in working with vulnerable women	E	Interview
4. Clear focus on delivering high quality services and able to critically assess own performance and reflect on own practice	E	Interview
5. Reliable and trustworthy, efficient and punctual, consistent and flexible – able to deal with changing and competing demands	E	Interview

THE ANGELOU CENTRE

Job Description

JOB TITLE:	Play Worker
SALARY:	£15,941 (NJC SCP 13) pro rata
HOURS:	21 hours per week
FIXED TERM:	September 2016 –August 2021
RESPONSIBLE TO:	Executive Director/Deputy Director
SPECIAL CONDITIONS	To effectively fulfil requirements of this post may involve some evening and weekend work
LOCATION:	AC, refuge and other AC sites (as required)

JOB PURPOSE

The post-holder will provide high quality play work and childcare and/or activities for children and young people (CYP) who have been subject to violence and abuse. The post-holder will give CYP opportunities to develop through social, physical and educational play, to enable their mums/carer to access support with the confidence that their children will be well cared for. They will also provide group activities developing children and young people's cultural and social opportunities. They will be based at the Angelou Haven refuge but will work in different locations and the post-holder will be expected to work out-of-hours and at weekends when required.

MAIN RESPONSIBILITIES

1. To provide high quality creative and imaginative play and support for CYP who have experienced or been subject to violence and abuse with individual and groups of children.
2. To design and lead individual and group activities that promotes the wellbeing and safety of children and young people.
3. Ensure that each child receives a welcome, attention and care when they come into the refuge/session and help put mum/carer at ease when they leave the children.
4. Ensure diversity and equality is reflected in the design and implementation of sessions and activities and in the physical environment provided. Assist in ensuring all provision is appropriate, with regard to children and young people's age, culture and religion and/or additional needs.
5. Work with the Simba CYP Advocate to support safeguarding and assessment of traumatised CYP or those at risk.
6. Ensure risk assessments are completed for every session / activity taking into account the activity, physical environment and the children and / or young people attending.

7. Support mothers to engage in family activities whilst developing trusting relationships with CYP and observe safeguarding protocols and client confidentiality at all times
8. To take responsibility for equipment and related project materials. As part of the team ensure the maintenance of the security of the refuge and the upkeep of furnishings and equipment.
9. Develop and facilitate group work as required for C&YP; this may include supporting group programmes, stay and play, nurture groups, young people's sessions, Children Decide groups and consultations/focus groups.
10. To work closely with the Refuge Manager, Refuge Worker & Advocate and Simba Children and Young people's Advocate, as required, regarding all aspects of the duties and responsibilities as outlined.
11. To contribute to internal and external project monitoring systems, ongoing improvements and contributions to project reporting to the Trustees, funders and where relevant other agencies
12. To actively promote the needs and rights of children and young people and the issues faced by them as a result of domestic violence. Maintain a working knowledge of the law and practice relating to children and families, including child protection.
13. Promote the aims, principles, policies and interests of the project, which may involve supporting presentations, events and other promotional activities.

Flexibility Clause

In order to deliver services effectively, a degree of flexibility is required and the post holder may be required to perform work not specifically referred to above. Such duties however, will fall within the scope of the job at the appropriate grade. This job description will be subjected to review with the post holder, to ensure that it accurately reflects the duties and range of the post. The aim is to improve the quality of service for black and minority women and all matters relating to black and minority CYP and women's well being.

General duties and responsibilities

- Contribute to the smooth running of the Refuge, Centre and its services.
- Maintain and update relevant digital platforms, databases and resources.
- Attend Angelou Centre meetings, Management Board meetings (where relevant), public meetings and conferences relating to core aims and the management of the project.
- Participate in training programmes and attend courses, seminars and any relevant conferences as agreed by the Executive Director.
- Promote good practice standards in every aspect of the work carried out by the organisation including conduct with colleagues, external agencies and service users.
- Assist in maintaining high standards in all aspects of the organisation's work; this includes complying with and promoting issues of confidentiality, equal opportunities and other policies and procedures of the organisation ensuring that relevant policies and health and safety procedures are employed at all times,
- Attend staff, management, training, supervision and other meetings when required
- Promote good practice and cultural diversity in all aspects of the Centre's work
- Actively contribute to the organisation's cohesion, encouraging cross-team working and a problem solving approaches
- Take a personal responsibility to keeping up to date with issues affecting black and minority women and the work of the organisation

- Undertake any other duties consistent with the post, jointly agreed by the post holder and the Executive Director of the Angelou Centre

This post is:

- **Subject to Advanced DBS Disclosure**
- **Subject to the Rehabilitation of Offenders Act (Exceptions Order) 1975. It will be necessary for a Disclosure to be made to the Criminal Records Bureau for details of any previous criminal convictions.**

This post is open to women* only (*exempt under the Equality Act 2010 Schedule 9, Part 1).

THE ANGELOU CENTRE

PLAY WORKER

Person Specifications

Important Information for Applicants

The criteria listed in this Person Specification are all essential to the job. Where the Method of Assessment is stated to be the Application Form, your application needs to demonstrate clearly and concisely how you meet each of the criteria, even if other methods of assessment are also shown. If you do not address these criteria fully, or if we do not consider that you meet them, you will not be shortlisted. Please give specific examples wherever possible.

CRITERIA	Essential /Desirable	METHOD OF ASSESSMENT
EXPERIENCE:		
1. Extensive experience of providing high quality play work and activity sessions that are welcoming and make children and young people feel safe, valued and cared for.	E	Application /Interview
2. Experience of maintaining registers of attendance to sessions and update appropriate records/logs regarding the children and young people's experience of the sessions and any relevant issues raised etc.	E	Application/Interview
3. Experience of working with black and minority children and young people in children's or youth settings, organising group and social activities.	E	Application/Interview
4. Experience of working pro-socially with parents and siblings	E	Application/Interview
5. Extensive experience of working with vulnerable children and young people seeking support/advice	E	Application/Interview
6. Experience of co-ordinating cultural and social activities for CYP	E	Application/Interview
7. Experience of managing change.	D	Application/Interview
KNOWLEDGE/QUALIFICATIONS		
1. Good standard of general education –GCSE's, NVQ Level 3 Play Work or Youth Qualification as minimum	E	Application
2. Knowledge and understanding of the emotional and social impact of violence and abuse on CYP's lives	E	Application/Interview
3. Demonstrable knowledge of child protection issues.	E	Application/Interview
4. An understanding of the needs of black and minority CYP experiencing domestic violence and how discrimination affects them.	D	Applications/interview
5. To have an awareness of social, economic,	E	Application/Interview

<p>cultural, linguistic, religious and sexual orientation issues and how they may impact upon the lives of children and their mothers/carers</p> <p>6. Knowledge of Children’s Safeguarding and Local Children’s Safeguarding Board Child Protection policy and procedures</p> <p>7. Knowledge and understanding of working in partnership with mothers to ensure the needs of children/young people are met.</p>	<p>E</p> <p>E</p>	<p>Application/Interview</p> <p>Application/Interview</p>
<p>SKILLS & ABILITIES:</p> <p>1. Ability to deliver appropriate childcare, play/group work sessions, paying particular regard to individual need.</p> <p>2. Ability to communicate effectively with vulnerable CYP, whilst retaining professional boundaries.</p> <p>3. Excellent organisational skills and ability to work in a busy environment.</p> <p>4. Proven ability to manage small budgets, petty cash and to plan and purchase equipment needs.</p> <p>5. Ability to proactively organise and develop child centred activities meet the needs of diverse CYP</p> <p>6. Evidence of strong written and verbal communication skills.</p> <p>7. A methodical and well-organised approach to workload and an ability to work with minimal supervision and to take initiative.</p> <p>8. Good interpersonal skills including the ability to establish boundaries and maintain professional distance with staff and residents whilst at the same time creating trust and warmth.</p> <p>9. Computer literate and the ability to collect and analyse statistics.</p> <p>10. Proven ability to develop and support volunteers</p>	<p>E</p> <p>E</p> <p>E</p> <p>E</p> <p>D</p> <p>E</p> <p>E</p> <p>E</p> <p>E</p> <p>E</p>	<p>Application/Interview</p> <p>Application/Interview</p> <p>Application/Interview</p> <p>Application/Interview</p> <p>Application/Interview</p> <p>Application/Interview</p> <p>Application/Interview</p> <p>Application/Interview</p> <p>Application/Interview</p> <p>Application/Interview</p>
<p>PERSONAL ATTITUDE AND COMMITMENT</p> <p>1. A black feminist perspective in working with survivors of violence and abuse</p> <p>2. Commitment to contribute to the Centre’s vision, values and priorities</p> <p>3. To be flexible and adaptable in working with vulnerable CYP</p> <p>4. Clear focus on delivering high quality services and able to critically assess own performance and reflect on own practice</p> <p>5. Reliable and trustworthy, efficient and punctual, consistent and flexible – able to deal with changing and competing demands</p>	<p>E</p> <p>E</p> <p>E</p> <p>E</p> <p>E</p>	<p>Application/Interview</p> <p>Interview</p> <p>Interview</p> <p>Interview</p> <p>Interview</p>