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| Job Title | Juno Women’s Voices Coordinator (Nottingham City and South Notts) |
| Responsible to | Head of Service: Business Development |
| Responsible for |  |
| Hours of Work | 21 hours per week over 3 days |
| Salary | NJC Scale Point 15 £23,541 per annum pro rata |
| Contract | Fixed Term Contract until 31st March 2022 |
| Location | Juno Women’s Aid premises |
| Date revised | May 2021 |

***The below is provided for guidance and is not an exhaustive list of all responsibilities that the post holder may have over time.***

**Job Purpose**

To maximise Juno Women’s Aid engagement with and impact of survivors who have been affected by or experienced domestic abuse in Nottingham City and South Nottinghamshire.

To ensure that Juno Women’s Aid’s work is shaped by and co-produced with survivors who have been affected by domestic abuse – experts by experience. The post holder will work with a range of survivors including:

* Women and children who reside, or have resided, within our refuge and dispersed accommodation
* Survivors (adult women and young people) who are engaging with, or have previously used our domestic abuse services and support programmes
* Survivors from Nottingham City and South Nottinghamshire who wish to participate in this work.

To set priorities, maximise impact, and shape our ongoing support for those who have been affected by or experienced domestic abuse in Nottingham City and South Nottinghamshire.

**Job Summary**

Work as part of the Juno Women’s Aid team to provide a range of high-quality services to address and meet the diverse needs of survivors of domestic abuse.

Develop with Senior Managers and Trustees a survivor engagement strategy that meets the needs of both Juno Women’s Aid survivors and the organisation.

To manage all elements of survivor engagement within Juno Women’s Aid which involves assessing and meeting Juno Women’s Aid needs through the recruitment of diverse survivor experience to inform service development.

To work closely to maintain effective partnerships between Juno Women’s Aid and a wide range of statutory, voluntary and private sector organisations in Nottingham City and South Nottinghamshire, to improve the coordinated community response to domestic abuse.

**Responsibilities and Duties**

The list below describes the main responsibilities and duties of the role but is not a finite list. You will be required to carry out any other duties commensurate with this post.

* To work with survivors who engage, or have engaged with Juno Women’s Aid and our services or who have lived experience of domestic abuse to develop an operational plan for service user led work that will enable informed, improved design and delivery of new and existing services and programmes for Juno Women’s Aid to develop and deliver.
* To ensure survivor voice in all Juno Women’s Aid’s governance, recruitment and service development work.
* Develop policies, procedures and processes to support the engagement of survivor voices to Juno Women’s Aid and ensure that our current and future services and programmes are shaped by survivor/service users and experts by experience.
* Support the development of a Survivor Engagement Strategy in line with the organisation’s Business Plan and focus on the impact that leadership and knowledge from survivors with lived experience of domestic abuse can bring to Juno Women’s Aid and the wider domestic abuse sector
* Recruit survivors to participate in consultation, research and to inform the development of needs led, strength-based services
* To build and develop equitable partnerships and sustainable networks with relevant local community groups and organisations and partner agencies within Nottingham City/South Nottinghamshire.
* Generate opportunities for survivors to share their experiences and inform development of/co-production of services.

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| * Develop policies, procedures and processes to support improved engagement of survivors and survivor voice within Juno Women’s Aid. * To work with Senior Management Team and Board of Trustees to develop a survivor advisory group for Juno Women’s Aid. * To work with all children and young people services to ensure voices of teenager and child survivors and their experiences are included within Survivor Engagement Strategy, projects and that this informs services. * To work with Volunteer Coordinator to ensure that survivors may also be able to access opportunities to volunteer within Juno Women’s Aid * Support, supervise and manage survivor groups including Survivor Advisory Board, ensuring safeguarding and other relevant policies are adhered to. |
| * Provide training and opportunities for self-development for survivors. |
| * Monitor and evaluate survivor engagement activities and ensure that survivors are supported throughout such processes. * Work alongside the Fundraising Manager and Communications and Marketing Officer to maximize donations and raise the profile of Juno Women’s Aid. * By working closely with Communications and Marketing Officer ensure website is regularly reviewed and updated with information about survivor engagement opportunities and activities. * To produce data and reports as required for CEO, Commissioners, funders and Board of Trustees in relation to Survivor Engagement Service. * To maintain administrative systems in relation to survivor engagement activities as required and in line with Juno Women’s Aid procedures. * To attend any relevant internal and external meetings   Manage survivors to:   * Deliver practical and emotional support to survivors where appropriate * Advocate on behalf of Juno Women’s Aid * Offer practical support to the staff team in relation to survivor engagement activities. |

**Contribute to the high-performance and development of your team**

* Contribute effectively to team working, team meetings and the team plan.
* Work with survivors as necessary to enhance and inform the delivery of needs led, strength based service.
* Ensure safeguarding policy and procedures are adhered to, attending meetings and producing written reports for external agencies as required.
* Undertake training and ensure your knowledge is up to date and where relevant shared with your team.

**General Duties**

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| * Uphold the rights of women, children and young people who have experienced domestic violence, advocating vigorously for them while offering protective strategies, and appropriate safe services; * Be aware of the safeguarding policies of the organisation, and your responsibilities as a member of staff. * Adhere to Juno Women’s Aid and local agency policy guidelines to identify children, young people and adults at risk of harm. Refer, inform and liaise with the Safeguarding Leads within Juno Women’s Aid and other agencies as appropriate * Work to achieve and maintain National or local standards of good practice or accreditation (Women’s Aid and Imkaan Quality Standards and Safe Lives Leading Lights) * Adhere to the terms of relevant legislation, especially in respect of Safeguarding Children and vulnerable adults, Equality & Diversity, Employment and Health and Safety; and also keep updated of any changes or proposed changes in relevant legislation, policy and practice; * Develop and maintain positive, collaborative working relationships with all partner agencies. * Develop and maintain positive, collaborative working relationships with all Juno Women’s Aid staff, being committed as part of the team to providing a high level of support to survivors. |
| * Attend all meetings or training as required (this may include some evening and weekends) * Attend regular supervision sessions. * Participate in Juno Women’s Aid’s performance management processes. |
| * Ensure that security of sensitive information is maintained and complies with the requirements of the Data Protection Act 2018. |

* Undertake such other duties, appropriate to the grade and character of the work, as may reasonably be expected.

**Values, Behaviours & Competencies**

* Committed to the purpose of Juno Women’s Aid, ensuring that the Survivor is at the heart of service delivery and development
* Feminist and committed to fostering innovation and continuous improvement in working practice
* Flexible and open to new challenges, ideas and experiences, and able to be self-reflective
* Committed to understanding diversity and ensuring anti-discriminatory practice is applied in all forms of our work
* Non-judgemental with a commitment to self-care within the team
* Collaborative, building relationships with internal and external partners.
* Non-judgemental with a commitment to self-care within the team and wider organisation

**OTHER:**

1. This post is subject to completion of a six month probationary period.
2. Must be mobile to visit sites and work across Juno Women’s Aid sites as required.
3. Post is open to women only under the Equality Act 2010, schedule 9, part 1

This job description is not designed to provide an exhaustive list of tasks and therefore the post holder is expected to undertake any other reasonable duties within the scope of the post as specified by their line manager.

**For Official Use only**

Agreement to Job Description by candidate accepting the job offer:

*In accepting the offer of employment by Juno, I agree to work to this Job Description and understand that this may change to reflect changing requirements of this role.*

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| Name: | Signature: |
| Date: | Start date: |

PERSON SPECIFICATION

*Your application should give clear examples of your experience, knowledge, skills and*

*abilities gained in both paid and/or unpaid (volunteer) work for each of the Person*

*Specification criteria*

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| **Experience** | * Experience of working with women, children and young people affected by domestic abuse * Experience of using safeguarding procedures * Experience of survivor engagement projects/programmes as part of research and/or service development * Experience and understanding of the issues regarding survivor engagement and consultation * Experience of, and capacity to in multi-agency partnerships. |
| **Knowledge and Understanding** | * Understanding of the practical, emotional, social and economic issues facing children and young people of different ages and their mothers/carers who are affected by DVA * Understanding of the differing forms and impacts of DVA across the communities we serve * Sound knowledge of safeguarding for adults and children * Understanding of issues affecting women and children who are involved in criminal, family and civil court proceedings |
| **Skills and Abilities** | * Ability to manage own workload, balancing competing priorities and working to tight deadlines * Excellent time management and organisational skills * Ability to work on own initiative * Ability to work as a strong team player and positively contribute to the management team. * Ability to work in a team and in multiagency partnerships * Excellent IT, written and verbal communication skills * Ability to work sensitively and in a non-judgemental manner with vulnerable survivors |
| **Qualifications** | * Degree or equivalent and/or 2 years’ experience of working in domestic abuse services. |
| **Equalities and Diversity** | * Clear understanding of the effects of domestic abuse on different groups of women and children * Ability to challenge inappropriate and discriminatory comments in an appropriate manner * Experience of relating to a multi-cultural service user group and staff * To be aware of the cultural, religious and any additional needs of survivors and ensure the service is available to all * To actively promote the provision of equity and access by Juno Women’s Aid and promote non-discriminatory practices in all areas of work. |
| **Values** | * A commitment to the principles and values of Women’s Aid England |
| **Other** | * An enhanced DBS is required for this role * Ability to work adhoc evenings and weekends |