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| Job Title | Survivor Engagement and Peer Support Coordinator (City) |
| Responsible to | Team Manager: Volunteer and Survivor Voice |
| Responsible for | Women’s Voices Coordinator |
| Hours of Work | 37 hours per week |
| Salary | NJC Scale Point 20 £25,991 FTC per annum (pro rata) |
| Contract | March 2022 |
| Location | Juno Women’s Aid premises |
| Date revised | June 2021 |

***The above 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 domestic abuse sector engagement with survivors who have been affected by or experienced domestic abuse in Nottingham City and South Nottinghamshire.
* To ensure that domestic abuse services work is shaped by and co-produced with survivors who have been affected by domestic abuse – experts by experience.
* To establish a peer support process to support the work of domestic abuse services in Nottingham and South Nottinghamshire.
* The post holder will work with a range of survivors including:
* 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.

**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.

* 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.
* You will 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.
* To work with Juno Women’s Aid and local domestic abuse service partners to identify survivors willing to engage in consultation and peer support programmes
* To ensure that all survivors receive the support they need throughout their engagement in consultative and peer support programmes
* To ensure survivors have access to all relevant services, opportunities i.e. volunteering available in local domestic abuse partner organisations
* Ensure respective websites are reviewed and updated with information about all survivor engagement opportunities across domestic abuse services in Nottingham and South Nottinghamshire
* To produce data and reports as required for CEO, Commissioners, funders and Board of Trustees in relation to survivor engagement
* To maintain administrative systems in relation to all survivor engagement and peer support services
* To attend strategic and partnership meetings as required.
* To keep up to date with legislation and policies relating to volunteering and making any necessary modifications to accommodate changes
* To attend any relevant internal and external meeting

Safeguarding Children and Vulnerable Adults

* Participate in the work of safeguarding children and vulnerable adults, following Juno Women’s Aid policies and procedures, and the policies and procedures of the Local Children and Adult Safeguarding Boards.

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

* Contribute effectively to team working, team meetings and the team plans.
* Contribute to the collection of service outcomes and use clear and coherent targets and monitoring systems to provide evidence that Survivor outcomes are met.
* Ensure effective implementation of Juno’s Equality and Diversity policies and awareness and integration of an equalities and human rights agenda in all your work.
* Contribute to Survivor feedback and voice in service delivery and service development.
* Ensure service standards are maintained and all policies and procedures complied with.
* Ensure that the service is delivered in line with the service SLA and contract.
* Work with volunteers as necessary to enhance the capacity of the service. Induct and mentor volunteers recruited to support the service.
* Respond to crisis drop ins as required.
* Promote the service widely to ensure referrals are received from women across all communities.
* Undertake training and ensure your knowledge is up to date and where relevant shared with your team.

**General Duties**

* At all times protect the safety and security of Juno and service users, staff, volunteers, and all those in the work of Juno, Juno premises and the confidentiality of records and other information;
* Uphold the right of women, children and young people who have experienced domestic
* violence, advocating vigorously for them while offering protective strategies, and appropriate safe services;
* Adhere to Safeguarding Children and Adult policies, Health & Safety and Equal Opportunities;
* 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;
* Undertake such other duties, appropriate to the grade and character of the work, as may reasonably be expected and including relief cover on the Helpline and on-call rotas (evenings and weekends).
* Attend organisational days and other organisational requests and duties.
* Undertake training as agreed at supervision sessions.

**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 able 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 – **Survivor Engagement and Peer Support Coordinator (City)**

*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 and/or volunteer engagement projects/programmes * Experience of delivering training successfully * Experience of developing training programmes * Experience and understanding of the issues regarding volunteers * Experience of, and capacity to in multi-agency partnerships. * Experience of staff and project management * Experience of performance monitoring and project reporting to funders, commissioners etc. |
| **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 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 |
| **Values** | * A commitment to the principles and values of Women’s Aid England and Juno Women’s Aid |
| **Other** | * An enhanced DBS is required for this role * Ability to work evenings and weekends |