

Job Description – Safe Spaces Engagement and Outreach Coordinator

An exciting job opportunity at Cardiff Women's Aid (CWA) for someone who is dynamic, inquisitive, has a passion for rights, diversity and inclusion and wants to fight alongside those who may not have a voice. We are a women's equality organisation which exists to eradicate violence against women and girls and to support survivors. We recognise that ending violence and abuse takes a whole society approach to social change, and it needs you to help us achieve this.

We have a generous benefit package:

- *Generous Annual Leave Package Totalling 33 Days (Inclusive of Bank Holidays)*
- *Pension*
- *Life Assurance*
- *Employee Assistance Program - That Supports Your Health and Wellbeing at Home and at Work*
- *Flexi Working*
- *Paid Company Sick Pay & Emergency Dependent Leave*
- *Living Wage Employer*
- *Bike to work scheme, among other benefits.*

Job Title:	Safe Spaces Engagement and Outreach Coordinator
Salary:	£25,000 per annum
Hours:	Full time
Working pattern:	Flexible in line with the needs of the job, some evening and weekend work
Contract Type:	18 month fixed-term contract subject to continuation of funding
Location:	Remote/Cardiff-based with some travel throughout Wales
Responsible to:	Women's Centre and Engagement Manager
Context of Job:	Cardiff Women's Aid (CWA) offer specialist violence against women, domestic abuse, and sexual violence (VAWDASV) services. CWA is the lead agency in the delivery of an end to

end, crisis to recovery, Change That Lasts service. Using a trauma-informed model, we wrap the right packages of support, advocacy, and accommodation around our service users. In addition, our Women's Centre provides a range of workshops, counselling, and volunteering opportunities to support women during their recovery and after.

Supporting survivors of VAWDASV during the COVID pandemic and beyond requires a whole community response, and one that rapidly mobilises and sustains additional and reliable pathways to get information and support to survivors of domestic abuse. At the height of lockdown, Hestia's UK SAYS NO MORE campaign partnered with Boots UK, Superdrug, Morrisons and independent pharmacies nationwide to provide Safe Spaces in their consultation rooms for people experiencing domestic abuse – pharmacies being some of the few places remaining open across the lockdown period, and that provide opportunities for private conversations via consultation rooms. These Safe Spaces increased the opportunity for survivors of domestic abuse to discreetly access to specialist support, providing a space for them to phone a helpline, contact a support service or talk to a friend or family member.

Purpose of Job: CWA is ever growing and evolving to provide the best possible service to women and children affected by VAWDASV. We also want to ensure that we are working towards a world free of gender-based violence. Cardiff Women's Aid is partnering with Hestia's UK Says No More to expand the Safe Spaces project. This project aims to provide quality assurance, information, support, resources and training to Welsh businesses to enable them to provide effective avenues of support. The post holder will develop partnerships with trusted businesses, promote links with local support organisations, provide access to training, and monitor and evaluate the project, ensuring a Welsh context is given to the work of the project and that key learning is disseminated.

Post open to women only under the Equality Act 2010 pursuant to Schedule 9, Part 1.

This role is subject to an enhanced DBS check. We are committed to supporting and promoting equality and diversity and to creating an inclusive working environment.

Main Duties:

- Work with key partners and local support organisations to co-ordinate a plan of engagement which will ensure high quality interaction and information for businesses and adult and child survivors of VAWDASV
- Identify the emerging workforce development needs across the noted sectors, to enable organisations and agencies to respond effectively to the needs and challenges women and children accessing support around VAWDASV will encounter
- Contribute to the forming of effective partnerships with trusted businesses and organisations to ensure engagement with Welsh households, including BME, LGBTQI+ and disabled women who are historically less able to access VAWDASV support
- Working in partnership with the Cardiff Women's Aid and Hestia UK Says No More to provide information for reporting and evaluation purposes
- Facilitate access to training for pharmacy staff and bank staff. This will include both initial and 'top-up' training to busy pharmacy staff, in a tiered menu of blended learning, as well as promoting local training and activities
- Work closely with participating businesses to elicit and analyse feedback, providing quality assurance and evaluation. This learning will determine any improvements to the key elements of the Safe Spaces model – including promotion, technology offer, support resources (e.g. posters in consultation rooms), or staff training, to be implemented by the post holder
- Work closely with the wider Cardiff Women's Aid team and the wider UK Says No More team to ensure appropriate information is kept and shared for transparency, reporting, and monitoring and evaluation purposes
- Ensure a Welsh context is given to the work of the project. This includes resources and training being relevant to a Welsh context, and that all partners are linking in and signposting to local Women's Aid groups and services
- To work in partnership with relevant organisations, and to contribute knowledge and expertise to national programmes, consultations and capacity building events
- Any other reasonable tasks as required

General Responsibilities:

- Attend meetings as necessary
- Participate in the support/supervision system
- Represent Cardiff Women's Aid and to promote its ethos; to work in a positive way and feedback fully to the organisation
- Help promote a company culture that encourages top performance and high morale
- Contribute to the Annual Report
- Undertake training to update skills in line with Cardiff Women's Aid Training and Development Policy
- Maintain anti-oppressive and anti-discriminatory work practices
- Abide by Cardiff Women's Aid's confidentiality policy
- Work with colleagues to maintain service delivery

It is the nature of the work that tasks and responsibilities are in many circumstances unpredictable and varied. All employees are therefore expected to work in a flexible way and tasks which are not specifically covered in their job description may have to be undertaken.

Person specification

<u>Criteria</u>	<u>Essential</u>	<u>Desirable</u>
<u>Knowledge and experience</u>		
*Strong understanding of violence against women, domestic abuse and sexual violence or the ability to quickly develop an understanding around this area	✓	
* Experience of co-ordinating national outreach and public development programmes	✓	
* Experience of delivering national projects, training, seminars, conferences and events	✓	
* Experience of developing models of quality assurance specific to outreach and public engagement	✓	

programmes		
*Experience of recording and monitoring projects, events and campaigns and using the information to produce high quality reports	✓	
Experience of national scoping and partnership building	✓	
*Understanding of quality assurance in relation to outreach and public engagement	✓	
*Knowledge of the VAWDASV (Wales) Act 2015 and the implications for agencies	✓	
* Current working knowledge of policy and practice issues in relation to violence against women and children	✓	
Knowledge of Women's Aid groups in Wales		✓

<u>Skills/ Qualifications/ Professional Membership</u>		
*Able to communicate effectively, orally and in writing, to a high standard with a diverse range of people and audiences at different levels of understanding and ability	✓	
*The ability to take initiative with own development and get up to speed very quickly	✓	
*Excellent organisational skills and the ability to manage a wide range of tasks and conflicting priorities	✓	
*Skilled at designing and using evaluation, monitoring	✓	

and methods to inform and develop training		
*Able to network and build effective working relationships with a spectrum of individuals, groups, and organisations	✓	
*Able to work successfully on your own initiative and as part of a number of teams and partnerships	✓	
*Able to organise and prioritise own workload effectively to meet job and project objectives	✓	
Skilled at interpreting and presenting complex issues so they can be easily understood by different audiences	✓	
The ability to deal with information in a confidential manner and respond with sensitivity	✓	
Full clean driving license and access to a car	✓	

<u>Personal Qualities</u>		
<ul style="list-style-type: none"> *Excellent and effective interpersonal and communication skills and the ability to relate positively with a wide range of people. 	✓	
<ul style="list-style-type: none"> *Very high level of attention to detail 	✓	
<ul style="list-style-type: none"> Compassionate and empathetic. 	✓	
<ul style="list-style-type: none"> A demonstrable commitment to equality of opportunity and a positive approach to diversity. 	✓	

<ul style="list-style-type: none"> • A demonstrated commitment to personal and professional development. 	✓	
<ul style="list-style-type: none"> • Act with integrity and respect when working with all clients, agencies, and individuals. 	✓	
<ul style="list-style-type: none"> • *Sound judgement, and the ability to deal sensitively and effectively with difficult and sensitive situations. 	✓	
<ul style="list-style-type: none"> • *Work flexibly as part of a team. 	✓	
<ul style="list-style-type: none"> • Be optimistic about the possibility of personal growth and change. 	✓	
<ul style="list-style-type: none"> • This role will involve significant travel locally and nationally, including overnight stays to build relationships, assess quality assurance and attend relevant events (travel subject to national Covid guidance) 	✓	
<ul style="list-style-type: none"> • Speak Welsh. 		✓

* You are required to demonstrate these on your application form. Please provide an example of work you have undertaken where you have demonstrated this skill.