

Dear Applicant

Thank you for your interest in the Admin Support Worker (East London Rape Crisis, Counselling) with **nia**. This application pack includes

- Information for applicants
- About **nia**
- Advert
- More about this post
- Job Profile
- Person Specification

If you are interested in applying for the job, please send us a CV and covering letter. **When completing it please relate your experience and skills to the requirements stated in the person specification**, as shortlisting for interview is dependent on the extent to which your application matches these.

Please complete the application form in full. Please do not include any additional documentation such as Curriculum Vitae, as the Organisation requires candidate's information to be in a standard form on its own application form.

Unfortunately, we are unable to write to applicants who are not shortlisted. Should you not hear from us within two weeks after the closing date, you should assume that on this occasion your application has been unsuccessful.

Your completed application form should be returned marked 'application form and the title of the post (s) that you have applied for ' via email to administrator@niaendingviolence.org.uk or by post in a sealed envelope marked "Private & Confidential" to Rachel Evans, **nia** (Recruitment), PO Box 58203, London, N1 3XP by the closing date. Any late applications will not be accepted.

Yours faithfully,

Karen Ingala Smith
Chief Executive

INFORMATION FOR APPLICANTS

OUR APPLICATION AND OUR RECRUITMENT PROCESS

Applying for a job

nia's recruitment policy intends to ensure that every applicant is treated fairly. This means that we are not able to consider previous applications or personal knowledge of you. It means that if already work for **nia**, we do not take into account your personal file.

The information you provide in your CV/covering letter is the only information we will use in deciding whether or not you will be shortlisted for the selection process.

Using the person specification

The **person specification** is the list of criteria or requirements regarded as necessary for the post. **To be considered for an interview you have to fulfil each point of the person specification marked "X" in column A (application).**

Please ensure that your CV and covering letter address all points in the person specification.

Give examples of the work you have been involved in and write in a positive way (e.g. I was responsible for I organised.... etc) Always remember to specify your own responsibilities rather than those of your section or department. The most important thing is to tell us - we are unable to guess or make assumptions.

Remember that voluntary work or work at home can be as valuable as paid employment. It is important that your application relates to the job you are applying for.

Shortlisting

After the closing date, the are read very carefully to see how each person's skills and experience relate to the skills and experience in the person specification, and applicants who meet these requirements marked "X" on the A (application) column are shortlisted for interview. **Only information contained in the CV/covering letter will be considered in making the decision to shortlist.**

Interviews

The interview panel is normally made up of three people who ask each candidate questions covering the relevant criteria. The questions are intended to allow you to expand on your application and to show the panel how far you meet the essential requirements of the post. Shortlisted candidates will be asked to complete a task/presentation either at or before the interviews. You will have the opportunity to ask questions about the job, conditions of service etc.

Panel members have to keep a record of their assessment of each candidate so that the reasons of their decision are clear and consistent. You should therefore not be worried about the panel taking notes.

Feedback

If you are unsuccessful and feel that feedback on your application and/or interview would be helpful in applying for other jobs, please write to the Chief Executive who will be pleased to arrange this for you.

nia has been delivering services to women and children who have experienced domestic and sexual violence for 40 years.

The organisation has three main aims, which are to provide services for women, children and young people who have experienced male violence, working to end male violence against women and girls, and to inform and influence policy and public awareness. We achieve these aims by

- providing high quality services for women, girls and children who have experienced or are at risk of male violence,
- increasing awareness of violence against women, girls and children and developing services, contributing to research, debate and policy initiatives to prevent it,
- challenging inequality and discrimination and celebrating diversity,
- empowering and supporting women and children, and
- Increasing and developing the effectiveness of resources through partnership, collaboration and multi-agency action.

Presently, **nia** is delivering a range of services across London, primarily in the East and North of the city, the majority of which are delivered primarily in an outreach capacity. Our services are continually evolving in order to respond to the needs of women who face multiple disadvantage and barriers to accessing services, they currently include:

Presently, **nia** is delivering a range of services across London, primarily in the East and North of the city, the majority of which are delivered primarily in an outreach capacity. Our services are continually evolving in order to respond to the needs of marginalised groups and those who experience multiple disadvantage, they currently include:

- **East London Rape Crisis** - for women and girls who have experienced any form of sexual violence -including rape, sexual assault and child sexual abuse - regardless of when it occurred, who it was perpetrated by and whether or not it was reported to the police.
- **The Emma Project** - a pioneering service for women who are escaping domestic and sexual violence and who use substances problematically; more than a third of the women who have lived in the refuge have also been exploited through prostitution. The women who enter the project have frequently been excluded from and/or refused access to other types of refuge provision.
- **Daria House** - a refuge for women who have been sexually exploited, with a particular focus on supporting women who have been exploited through involvement in prostitution. We offer non-judgemental support, information and advocacy. We help women to access housing and welfare benefits, legal advice, healthcare, drug and alcohol services and other specialist services for women in prostitution.
- **London Exiting and Advocacy Project, (LEA)** - offering outreach and one-to-one support to women involved in prostitution. **The LEA Project** helps women access housing, welfare benefits, legal advice, drugs and alcohol services, specialist counselling and routes to exit prostitution. Women are also supported through access to employment training, education, volunteering and sustainable employment.
- **Independent Domestic Violence Advocacy (IDVA) Services** - We currently operate three different IDVA services in Haringey, Hackney and Newham where outreach workers support women who have been identified by the MARAC as being at high risk of serious domestic violence and homicide. The Hackney and Haringey services are double accredited holding SafeLives Leading Light status and the Advice Quality Standard for casework with women.
- **IRIS** - a GP training programme and advocacy support to improve the health care responses to domestic violence and abuse. **nia** delivers IRIS in Hackney and Haringey
- **The Huggett Women's Centre** run in partnership with DABD and BDCVS in Dagenham for women and girls.

nia is part of ASCENT which is a partnership of 22 specialist organisations within the London Violence Against Women and Girls (VAWG) Consortium, delivering a range of services for survivors of domestic and sexual violence.



Training and Groupwork

We can provide training and groupwork to agencies, professionals, women's groups and young women.

- Areas we specialise in include
- Sexual violence
- Improving healthcare responses to domestic violence and abuse
- Substance use and violence against women
- Prostitution and sexual exploitation
- Working with young women
- Feminist approaches to men's violence against women and girls

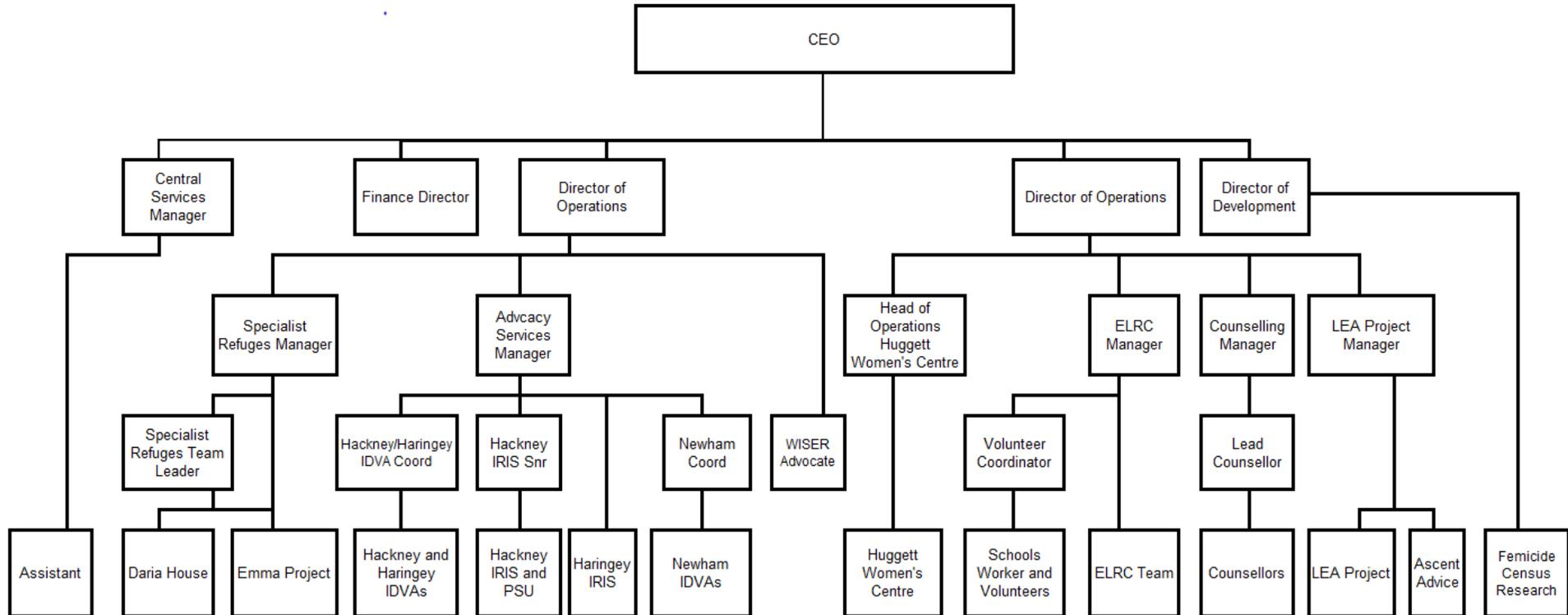
How to contact us

www.niaendingviolence.org.uk
info@niaendingviolence.org.uk

Address: P.O. Box 58203, London, N1 3XP
Telephone 0207 683 1270

Registered Charity Number 1037072
Registered Company Number 02673624

nia Structure 2018



Advert

East London Rape Crisis Service provides free, confidential specialist help for women and girls who have experienced any form of sexual violence. The service is for women of all ages and girls over 12, whatever the assault and whenever it occurred.

The women who work and volunteer at East London Rape Crisis offer confidential and independent support. Services include emotional and practical support, one-to-one counselling, group support and advocacy.

nia is a professionally approved member of Rape Crisis England and Wales, an umbrella organisation supporting Rape Crisis Centres across the country. Rape Crisis is completely independent of the government and the criminal justice system.

This position is currently funded until 31st March 2019, an extension is possible.

We are seeking to recruit to the following post:

Job Title: Admin Support Worker (East London Rape Crisis, Counselling)
Hours: Part time: 14 hours per week
Term: Currently funded until April 2019; an extension is possible.
Salary: £7,999 -£9,599 (£20,000- £24,000 pro rata) dependent on qualification and experience

The East London Rape Crisis Counselling Service provides face to face counselling and groups for women who have experienced recent or non-recent sexual violence. The service is available to women from the London boroughs of Redbridge, Hackney, Tower Hamlets, Waltham Forest, Havering, Barking and Dagenham and Newham.

Due to the nature of this work the post holder will often be party to highly confidential and very personal matters – you must therefore be committed and able to maintain the very highest standards of confidentiality at all times.

To apply visit our website www.niaendingviolence.org.uk and download a job profile and application pack. CV's can be returned via email to administrator@niaendingviolence.org.uk or by post in a sealed envelope marked "Private & Confidential" to Rachel Evans, **nia**, P.O Box 58203, London, N1 3XP.

Closing Date: 10am, 19th July 2018

Interview date: 25th July 2018

The post is subject to an enhanced vetting and barring check and open to women only. Genuine Occupational Requirement (GOR), Schedule 9 (Work; Exceptions), Part 1 (Occupational Requirements), of the Equality Act (2010) applies.

Registered Charity No: 1037072

Company Limited by Guarantee No: 02673624

JOB PROFILE

Position Title:	Admin Support (ELRC Counselling)
Full time:	14hours per week
Salary:	£7,999 -£9,599 dependent on qualification (£20,000-£24,000 pro rata)
Term:	Currently funded until March 2019
Team:	East London Rape Crisis
Line Manager:	Counselling Manager

A. AIMS OF THE POSITION:

- to provide administrative support to the counselling team
- to ensure a quality service is provided to survivors of sexual violence who are waiting to access counselling, through regular welfare calls

B. SPECIFIC AREAS OF RESPONSIBILITY:

The Admin Support Worker has responsibility for:

1. Administration

- To maintain and update client records
- To gather appropriate data
- To collate data, including both statistical data and feedback information
- Typing of correspondence as requested
- To operate and maintain administrative systems

2. Client contact

- Welfare calls to women waiting to access the service
- Client allocations
- Email correspondence where appropriate

3. Other

- Support the Lead Counsellor and Service Manager as required

C. GENERAL:

- Acting in accordance with **nia's** policies and procedures
- Work in a manner which positively promotes the aims and objectives of the organisation.

- Positively upholding and promoting **nia's** feminist ethos and commitment to equality, diversity and anti-discriminatory practices
- Ensure effective communication with other teams in **nia**
- Compliance with the Health and Safety at Work Act, and taking reasonable care of personal safety and that of other persons and resources whilst at work
- Attend and participate in regular training when required
- Attend and participate in regular supervision, staff and other meetings as necessary and attending management committee meetings when required.
- Carrying out your own administrative duties
- Undertaking any duties consistent with the post as may be reasonably requested by the Senior Managers, the Chief Executive and Board of Trustees

Please note this job description is intended to outline the main duties of the post and may change as the post and organisation develops.

PERSON SPECIFICATION

Admin Support Worker (ELRC Counselling)

		A	I	T
1	Experience of working within the Violence Against Women and/or Children/Young People's sectors or similar field.	X	X	
2	Knowledge and sensitivity to the issues facing women, children and young people affected by violence against women	X	X	
3	Non-judgemental, non-directive and anti-discriminatory approach to empowering women	X	X	
4	A warm and friendly telephone manner	x	x	
7	Excellent communication skills with the ability to communicate effectively <ul style="list-style-type: none"> with service users and statutory, voluntary and other stakeholders verbally and in writing 		X	X
9	Ability to support and communicate sensitively with women who may be distressed/in crisis whilst maintaining appropriate boundaries	x	X	
10	Ability to work independently and within a team, to plan and meet deadlines, problem-solve and respond to unplanned demands.		X	
11	A broad base of administrative skills including ability to maintain records and use IT and paper based systems proficiently including Word, PowerPoint, Excel, databases and outcome measurement tools such as CORE.	x	X	X
13	Non-judgemental, non-directive and anti-discriminatory approach to empowering women.	x	X	
14	High level of self-motivation and ability to think creatively with a 'can-do' attitude that can inspire others.		X	
17	Evidence of continuing professional development and relevant professional qualifications/training.	X		

Key to table

A	Application areas will be used to shortlist
T	Test
I	Tested at interview stage

Please provide a supporting letter and CV addressing all shortlisting criteria marked with "X" in the Application column (maximum word count: 1000 words).

The post is subject to an enhanced vetting and barring check and open to women only. Genuine Occupational Requirement (GOR), Schedule 9 (Work; Exceptions), Part 1 (Occupational Requirements), of the Equality Act (2010) applies.