



delivering cutting edge services
to end violence against women and children

Dear Applicant,

Volunteer Coordinator (East London Rape Crisis),

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 download an application form. **When completing it please relate your application 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



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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 application form is the only information we will use in deciding whether or not you will be shortlisted for the selection process. Your application form is therefore very important and the following advice is designed to help you compete it as effectively as possible.

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).**

NB: Please note the maximum word count is 1000 words.

Before you fill in the application form look at the person specification and decide how to relate your skills, knowledge and experience to each point. Try not to repeat yourself by using just one area of your experience to cover more than one requirement. Draw upon your past and present jobs or interests; you may discover you have a broader range of skills than you imagined.

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.

Completing the application form

Application forms should be filled in as completely and as clearly as possible so that we can consider all candidates on the same basis.

Write out the form in rough first to avoid mistakes and repetitions.



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Make sure you complete the form clearly, and type it or use dark ink (black ink shows up best when photocopied).

In completing the references section, please give as your referees your current and most recent employers where possible.

*Send your form to **nia** on time **and keep a copy.***

If you would like your receipt of application acknowledged, please enclose a stamp-addressed envelope or postcard, which we will return to you.

Shortlisting

After the closing date, the application forms 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 application 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 email Rachel Evans, Central Services Manager who will be pleased to arrange this for you.



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



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- **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



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Advert

nia has been delivering services to women, girls and children who have experienced domestic and sexual violence since 1975. The organisation has three main aims: to provide services for women, girls and children who have experienced men's violence; contributing to ending male violence against women and girls, and to inform and influence policy and public awareness.

We are seeking to recruit to the following post:

- Job Title:** East London Rape Crisis Volunteer Coordinator
Salary: £26,000-£31000 dependent on qualification(s) and experience
Hours: **35 per week** including evenings- some hours will be fixed to meet Support & Information Line requirements
Term: Funded until March 2019 with extension possible

The ELRC Volunteer Coordinator is responsible for managing activities to ensure provision of and access to high quality support services to women and girls who have experienced sexual and domestic violence and abuse.

The main responsibilities of the post are

- Recruitment, training, development and management of volunteers
- Managing and developing East London Rape Crisis Information & Support Line for women and girls affected by sexual violence

We're looking for a highly organised and self-motivated woman who is passionate about ending violence against women. You'll have a 'can-do' approach and demonstrable commitment to **nia's** feminist approach to supporting women and their children to be safer. This is an ideal job for a woman looking to move into her first management role. You will need to be able to work Tuesday or Wednesday evenings until 8:30pm on a weekly basis and Saturday mornings on a rota (approximately every 5 weeks). As the Coordinator of the service a degree of flexibility in covering additional weekday evenings and Saturday morning shifts is required.

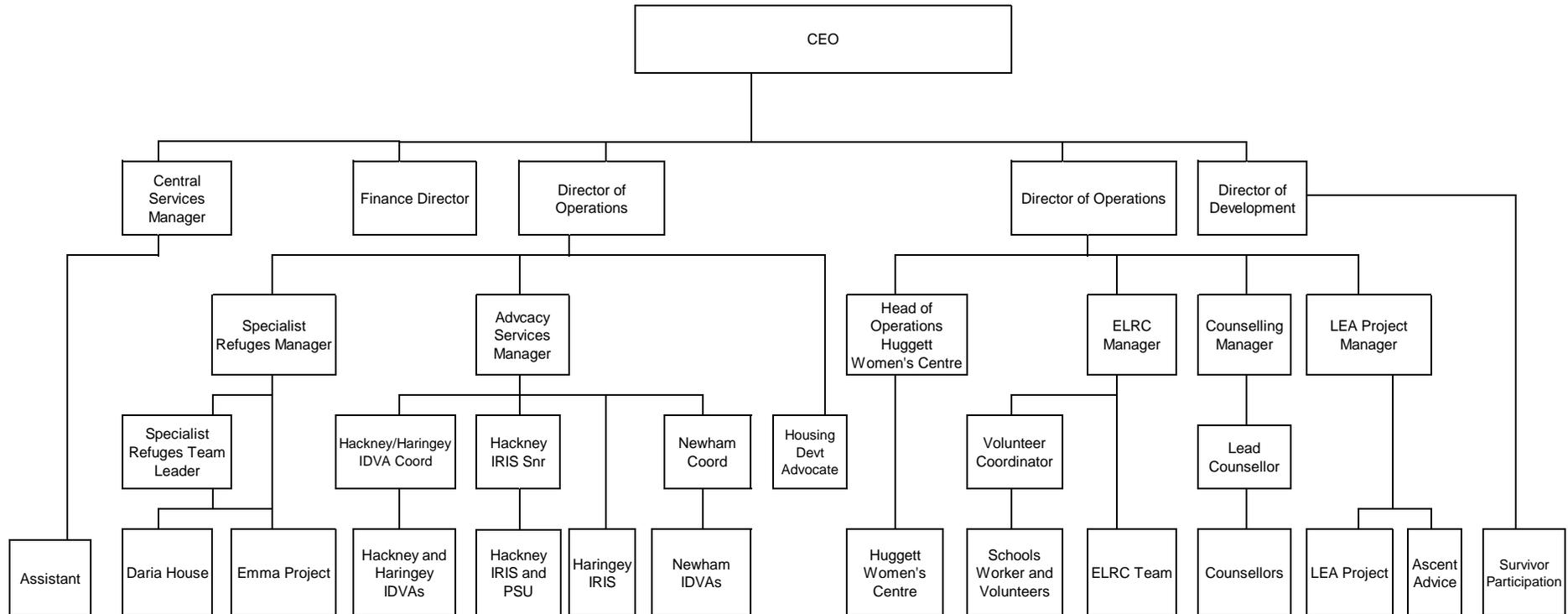
To apply please visit our website www.niaendingviolence.org.uk and download a job profile and application pack. CV's will **not** be accepted. Applications can be returned via email to administrator@niaendingviolence.org.uk or by post in a sealed envelope marked "Private & Confidential" to Rachel Evans, nia, P.O Box 58203, London, N1 3XP

Closing Date: 10am, 28th November 2017
Interview Date: 5th December 2017

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.



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JOB PROFILE

Position Title:	East London Rape Crisis Volunteer Coordinator
Salary:	£26000 - £31000 dependent on qualification(s) and experience
Full time:	35 hours per week, including evenings- some hours will be fixed to meet Support & Information Line requirements
Term:	The post is currently funded until March 2019 with an extension possible
Line Manager:	East London Rape Crisis Manager

A. AIMS OF THE POSITION:

The ELRC Volunteer Coordinator is responsible for managing activities to ensure provision of and access to high quality support services to women and girls who have experienced sexual violence and abuse.

The main responsibilities of the post are

- Recruitment, training, development and management of volunteers
- Managing and developing East London Rape Crisis Information & Support Line for women and girls who have experienced sexual violence
- Coordination of the Schools Engagement project: delivering a range of activities to young people and professionals with the aim of identifying, reducing and preventing violence against women

B. SPECIFIC AREAS OF RESPONSIBILITY:

The ELRC Volunteer Coordinator has responsibility for:

1. Recruitment, training, development and management of ELRC volunteers

- To manage volunteer enquiries
- To recruit new volunteers
- To coordinate induction and training programme for volunteers
- To develop and deliver the training programme for volunteers
- To provide support and supervision to the volunteer team

2. Coordination of service access through the East London Rape Crisis Referral and Information Line

- To co-ordinate and manage the telephone information and support line for survivors of sexual violence and abuse
- To supervise volunteers providing information, support and referrals via the telephone, including in the evenings and weekends
- To enable survivors of sexual violence and abuse to understand and access their rights



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- To ensure the telephone and email service is woman led and confidential whilst maintaining the organisation's safeguarding responsibilities and keeping the safety of women and children as paramount
- To make, allocate and monitor referrals into ELRC

3. Schools Engagement Project

- To line manage the Schools Engagement Worker
- To coordinate the Schools Engagement project, including ensuing compliance with targets
- To support the review and development of relevant materials for the project

4. Monitoring, evaluation and service development

- To work with the East London Rape Crisis Manager and Director of Operations to manage contracts/services the organisation is commissioned to provide
- Ensuring that targets and standards are met within an ethos of continual improvement
- Completion of funding returns and monitoring within given timescales
- Implementing and monitoring administrative and record keeping systems to ensure effective operation of the team and ensure that the requirements of funding bodies are met
- Developing and ensuring user participation

C. GENERAL:

- Acting in accordance with **nia's** policies and procedures, including
- 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
- Developing and ensuring user participation within and external to **nia**

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



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PERSON SPECIFICATION

East London Rape Crisis Volunteer Coordinator

		A	I	T
1	Substantial experience of working within the Violence Against Women and/or Children/Young People's sectors or similar field	x		
2	Knowledge of the issues facing women, children and young people affected by violence against women- specifically sexual violence- along with the ability to identify women's individual and collective needs	x	x	
3	Non-judgemental, non-directive and anti-discriminatory approach to empowering women		x	
4	Experience of working with civil and criminal justice and legislative systems relevant to women and girls who have experienced sexual violence	x	x	
5	A feminist perspective on how gender, social, economic, race, cultural, linguistic, religious and sexual orientation issues may impact on people's lives	x	x	x
6	Experience or evidence of ability to manage staff and volunteers	x	x	
7	Ability to maintain a high quality of service provision whilst developing the skills, experience and confidence of volunteers with a range of life experiences.		x	
8	Knowledge of adult and child protection and safeguarding frameworks and the ability to apply them to work.		x	
9	Ability to develop, deliver and evaluate training to a diverse audience.	x		
10	Ability to critically assess own performance and experience of delivering services to meet quality standards and agreed outcomes and outputs		x	x
11	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 • advocating for service users, • raising awareness of gender violence issues and representing nia 	x	x	x
12	A broad base of administration skills including ability to maintain records and use IT, data base management and paper-based systems proficiently	x	x	x
13	Able to work at evenings and weekends to deliver the Information and Referral Line. Shifts currently include a minimum of one evening per week, until 8:30 pm and Saturday mornings on a rota basis		x	
14	Ability to work independently and within a team, to plan and manage a complex workload, meet deadlines, problem-solve and respond to unplanned demands		x	
15	High level of self-motivation and ability to think creatively with a 'can-do' attitude that can inspire others		x	
16	Evidence of continuing professional development and relevant professional qualifications/training	x		



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Please provide a supporting statement addressing all shortlisting criteria marked with “X” in the Application column (maximum word count: 1000 words).