

Dear Applicant

Thank you for your interest in this post, **Women's Health Services Manager** 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 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 by the closing date. Any late applications will not be accepted.

Yours faithfully,



Rachel Evans
Head of Central Services

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 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 2500 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 relate 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.



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 requirements marked "X" on the A (application) column will be 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 interview would be helpful in applying for other jobs, please email Rachel Evans, Head of Central Services at revans@niaendingviolence.org.uk 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:

- **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.
- **Jan's Place** - Jan's Place opened in autumn 2022 and became **nia's** third specialist refuge offering trauma informed accommodation and support to women living with multiple disadvantages, in particular problematic substance use (including illegal and/or prescription drugs and/or alcohol) who have been subject to domestic violence and abuse, recognising that this may overlap with sexual violence and prostitution.

- **Independent Domestic Violence Advocacy (IDVA) Services** - We currently operate two different IDVA services in Haringey and Hackney 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
- **East London Exiting and Advocacy Project, (ELEA)** - offering outreach and one-to-one support to women involved in prostitution. **The ELEA 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.
- **The Anita Project** -devised to bring about long-term sustainable change for women facing multiple disadvantage and who are involved in prostitution in London. This service includes advocacy, group work and nighttime outreach.

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

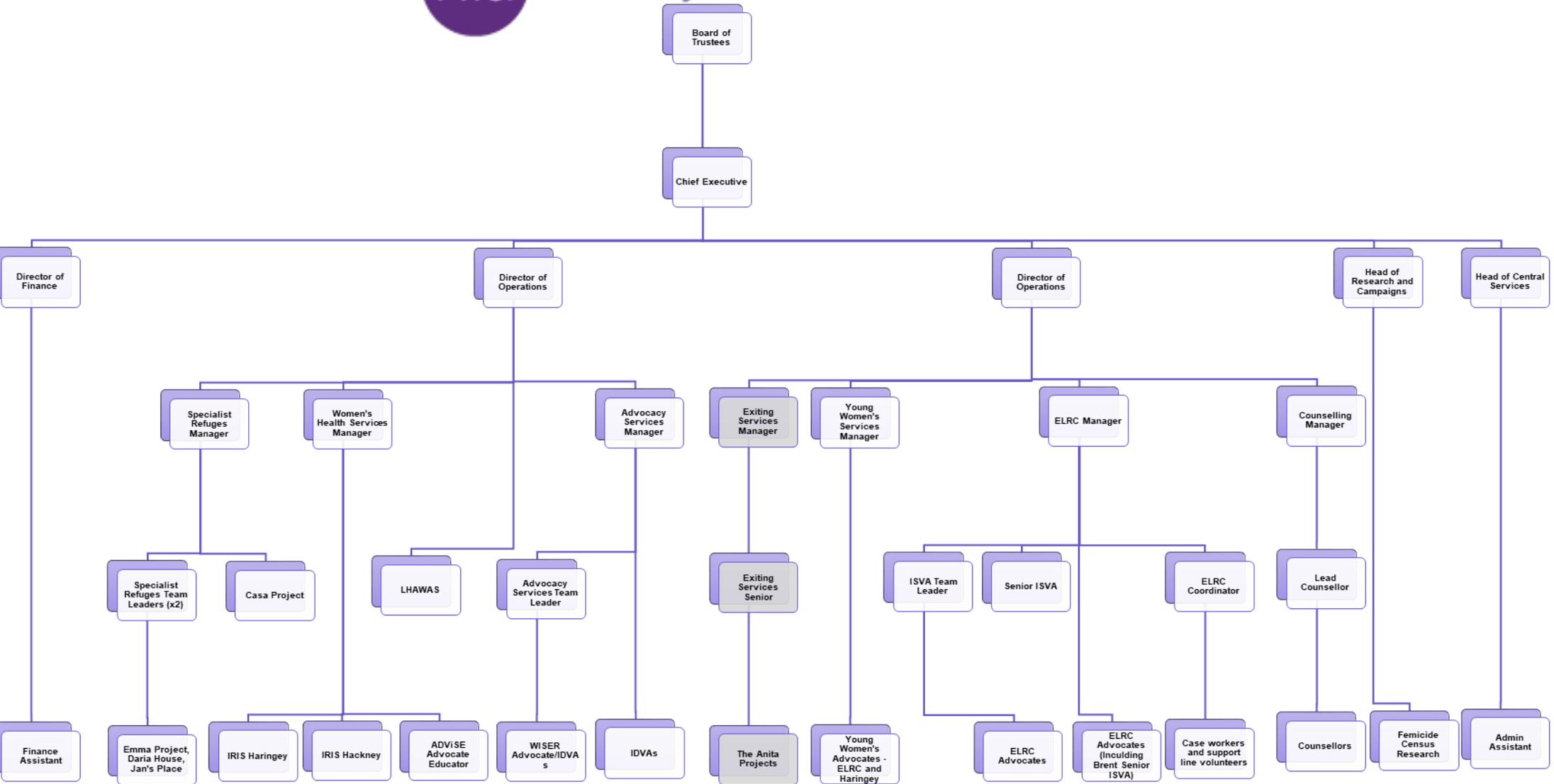
We can provide training and groupwork to agencies, professionals, women's groups and young women.

- 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



Funding for these services expires in March 2023. Possibility of further funding but not ongoing so will have to end (and hopefully restart).



ADVERT

For nearly 50 years, **nia** has provided high quality, women-led services across North and East London. **nia** has three main aims: to provide services for women, children and young people who have experienced male violence, working to end men's violence against women and girls, and to inform and influence policy and public awareness.

nia's values, and our commitment to upholding them, set us apart. We put women first – always and without hesitation: we believe women, we are run by women, for women. We leave no woman behind: we challenge inequality and discrimination and believe that uniting women of all backgrounds is essential to ending the sex-based oppression of women.

We are seeking to recruit to the following post:

Job Title: Women's Health Services Manager
Job Ref: nia 173
Hours: 35 hours per week
Salary: £37,000 - £39,000 dependent on experience and qualification
Location: Hybrid approach to in-office & remote working

The Women's Health Services Manager will ensure the effective and efficient operation of the IRIS, ADViSE and other relevant services for women who have been subjected to domestic violence and abuse. She will play a lead role in ensuring that **nia** continues to deliver high quality services which meet relevant quality standards. She will support the Director of Operations in the development of services, managing staff members and projects undertaken by the team.

We're looking for a highly organised and self-motivated woman who is passionate about ending violence against women, girls and children. You'll have a 'can-do' approach and demonstrable commitment to **nia's** feminist approach to supporting women and embedding anti-racist best practice at every level of the organisation.

To apply, 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.

Closing date: 10am, 9th September 2024
Interview date: 23rd September 2024

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.



JOB PROFILE

Position Title:	Women's Health Services Manager
Salary:	£37,000- £39,000 dependent on experience and qualification
Hours:	35 hours per week
Team:	Advocacy
Line Manager:	Director of Operations
Location:	Hybrid approach to in-office & remote working

Position Responsible For:

IRIS and ADViSE and other advocacy staff and volunteers

A. AIMS OF THE POSITION:

- To ensure the effective and efficient operation of the IRIS and ADViSE services and other relevant projects undertaken within this service area
- To support the Director of Operations in the development of the service and to manage the staff, offices and projects the team undertakes
- To support the Director of Operations in ensuring that services attain and retain recognised quality standards.

B. SPECIFIC AREAS OF RESPONSIBILITY

The Women's Health Services Manager has responsibility for managing services to ensure high quality support to women in accordance with the organisation's policies and procedures, legislation and current best practice.

The Women's Health Services Manager has responsibility for:

1. Advocacy and support service

- To hold an active caseload of between 10- and 15-women providing support to patients referred to IRIS by primary care from participating practices.
- Provide support to women experiencing DVA who self-refer from participating practices.

- Provide direct casework support, advice, information and advocacy to women experiencing DVA through telephone contact, and/or meetings at the relevant practice
- Work with women experiencing DVA to increase their personal safety (and that of any children) and inform them of their rights and options in terms of housing, legal and welfare rights
- Keep accurate and secure records of all work done with or on behalf of clients and produce written reports as requested, including a monthly report of referrals from clinicians participating in the IRIS programme and the take up of these referrals including outputs and patient outcomes
- To provide patient feedback and case updates /outcomes to GPs.

2. Team management

- Responsible for the support, supervision and management of IRIS and ADVISE
- Day to day responsibility for the management of services/contracts, including attending contract monitoring meetings alongside the Director of Operations
- Completion of funding and monitoring returns within given timescales
- Establishing both team and individual work programmes and individual targets, annual performance appraisals and developing individual annual employee development plans (including training) with team members
- Implementing and monitoring systems to ensure that the services are meeting the requirements of funders
- Developing and maintaining constructive and effective relationships with partners and stake holders
- Liaising with relevant communities and services and developing protocols to ensure access to services and equitable delivery
- Assisting in the development and expansion of Women's health services within **nia**
- Responsible, in conjunction with Central Services, for the recruitment, induction and probation of team members, overseeing employee record keeping and other administrative forms
- Ensuring appropriate communication within the Women's health services teams, including organising and overseeing regular team meetings

- Implementing relevant disciplinary and grievance procedures where appropriate
- Liaising with service users to ensure regular feedback about the service, including dealing with complaints and developing and ensuring user participation
- Ensuring that service users receive an appropriate service by developing, implementing and monitoring service delivery methods
- Maintaining up to date knowledge on issues relevant to service users and staff and developing information resources
- Taking responsibility for Health and Safety within the Team
- Participating in the provision of advice, information and training to **nia** staff as necessary
- Maintaining basic financial and administrative systems
- Ensuring adequate cover for services from agreed delivery points.

3. Quality Assurance

- Ensuring the SafeLives, Women's Aid, AQS quality marks and other relevant standards are met by service delivery
- Supporting the Director of Operations and liaising with SafeLives, Women's Aid and AQS and other relevant bodies regarding the quality mark and funding alongside the Director of Operations and other relevant staff.

4. General Duties

The general duties of the position include:

- Promoting the aims and objectives of **nia** and representing the organisation at various fora and developing partnerships with appropriate organisations
- Prioritising women, upholding and promoting feminist, trauma-informed and anti-racist practice
- Ability to create and exploit marketing opportunities to develop income generation
- Acting in accordance with **nia** policies and procedures and ethos
- Attending and participating in regular training when required
- Attending and participating in regular supervision, staff and other meetings as necessary.

- Carrying out your own administrative duties including maintaining accurate records, producing written reports
- Participating in **nia** Out of Hours Managers back-up Service
- Undertaking any duties consistent with the post as may be reasonably requested by the Director of Operations, Chief Executive, Board of Trustees etc.

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 Women's Health Services Manager

Key to table

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

Please provide a supporting statement addressing all shortlisting criteria marked with "X" in the Application column (maximum word count: 2500 words).

Experience and Knowledge		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 emotional and physical health impacts women, children and young people affected by violence against women experience along with the ability to identify women's individual and collective needs	X	X	X
3	Knowledge of a range of legal, civil, criminal protection interventions and their application		X	X
4	Knowledge of relevant Safeguarding Adults and Children legislation		X	X
5	Experience of staff management, supervision and performance development tools	X	X	
6	Experience of working in partnership with external agencies and representing an organisation at stakeholder meetings	X	X	
Skills and Abilities				
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 advocating for service users, raising awareness of gender violence issues and representing nia		X	X
8	Ability to critically assess own performance and experience of delivering services to meet quality standards and agreed outcomes and outputs	X		
9	Ability to analyse data and produce reports to a high specification			X
10	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	
11	A broad base of administrative skills including; Word, PowerPoint, Excel and using databases		X	X
Personal Attributes and Circumstances				
12	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
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	
15	Able to work at evenings and weekends occasionally when required and to participate in the manager out of hours On Call rota		X	
Education				
16	Evidence of continuing professional development and relevant professional qualifications/training	X		
17	A SafeLives qualification or equivalent - <i>desirable</i>	X		