

SHPRESA PROGRAMME

WOMEN'S SUPPORT WORKER JOB DESCRIPTION

Post: Women's Support Worker (Outreach)

Hours: 3.5 days per week

Pay: £25,525 per annum (pro rata)

Responsible to: Project director

Purpose of the Post:

Shpresa programme is working with Solace Women's Aid to provide a comprehensive casework support service for Albanian-women who have experienced or are experiencing gender-based violence. The post-holder will work in close collaboration with Solace's Albanian-speaking caseworker through a number of community-based interventions. She will:

- facilitate access to specialist services for survivors through outreach and community based activities to raise awareness and alert Albanian-speaking women of their rights and of available support services;
- work closely with our supplementary education and youth projects to deliver a programme of education around violence against women and girls to help reduce incidence of this problem in the community;
- Ensure that women who are accessing or have accessed Solace's specialist casework service develop networks of support, address isolation and services to rebuild their lives and improve the quality of their lives;
- Ensure that relevant staff and volunteers at Shpresa acquire skills and knowledge to support the project, including acting as referral sources.

Main duties and responsibilities

1. To organise a programme of workshops for Albanian- speaking refugee, asylum seeking and migrant women and create safe spaces for them to come together to address previous and current experiences of sexual violence, and domestic violence and other forms of gender abuse/violence.
2. To work with women that use Shpresa's services alerting them of the new service and to conduct outreach to ensure that women who do not attend Shpresa's on-going services are aware of the project and able to benefit.

3. To positively promote the project, ensuring that leaflets, posters and written materials are distributed widely, and to meet with and promote the service to other agencies and potential users.
4. To liaise with agencies that work with the Albanian community and with Shpresa's staff to identify women who could benefit from support
5. To be responsible for a programme of awareness-raising workshops for women across different locations in London, including liaison with facilitators, hiring rooms, arranging for crèche and logistics of delivery.
6. To regularly consult women taking part in the programme to ensure that Shpresa supports them adequately, including organising self-support groups, and other group activities that would help build confidence and self-esteem
7. To sign-post women to other opportunities that will help them in leading more autonomous and fulfilled lives including education, ESOL, positive parenting programmes, employment training, volunteering and work experience placements.
8. To be the main contact point with Solace as regards day-to-day work with clients and work closely with Solace's Albanian-speaking caseworker to ensure that women who are receiving violence against women services receive additional support they may require e.g. in relieving isolation or in addressing mental health needs.
9. To work closely with Shpresa's Albanian Supplementary Education and Youth Projects (in several different London boroughs) to deliver a programme of education and awareness geared to promote respectful gender relationships among young people and help prevent incidence of violence against women and girls. To oversee the smooth running of this programme.
10. To recruit, induct and support a small team of (up to 5) volunteers to support the successful delivery of the project. To adhere to Shpresa's current policies and practices as regards volunteers' management and support.
11. To ensure that your work is responsive to and meets the needs of all the beneficiaries taking into account a variety of needs including disability, sexuality, literacy, immigration barriers, proficiency in English and mental health.
12. To arrange for training for Shpresa's key members of staff and volunteers likely to be the first point of call for Albanian-speaking women needing to escape abusive and violent situations.

13. To ensure that all interventions forming part of this programme and all outreach sessions are risk assessed (and made risk free) and are run in accordance with the health and safety policy and practices of Shpresa.
14. To be administratively self-serving and ensure the smooth running of administrative systems including monitoring and recording of information necessary for organisational and funding returns.
15. To ensure all activities are planned within the budgets allocated.
16. To work collaboratively within the team to contribute towards cultural events which Shpresa Programme organises from time to time and to ensure women have the opportunity to participate and get involved in these.
17. In conjunction with Shpresa's director to develop evaluation methods and undertake evaluation as planned

Other Duties

1. To attend and participate in team meetings, supervision sessions, and other meetings at Shpresa as required.
2. To work within the remit of the Project's confidentiality and to uphold the organisation's equal opportunity policy and other relevant policies.
3. To have regular meeting with Solace's Albanian-speaking caseworker, discussing the progress of the project, identifying progress and key issues and coming up with solutions to day-to-day issues affecting the project.
4. Any other duties that may be relevant to the post and required by Shpresa's director and/or Management Committee.

Person specification

To help you assess whether you may be suitable for this post, and to assist the selection panel, we have prepared the following specification. Please also refer to the duties set out in the job description.

ESSENTIAL REQUIREMENTS

1. Excellent command of Albanian and English, both spoken and written.
2. Thorough and excellent understanding of Albanian culture and traditions and in particular the issues and needs facing Albanian-speaking women in the UK
3. A mature understanding of gender issues within the context of BME groups and commitment to adhere to, and promote Shpresa's ethos and values as regards the empowerment of Albanian-speaking people, in particular women.
4. Highly developed interpersonal skills and an approachable and sensitive nature
5. Excellent communication skills both oral and written and ability to influence people positively
6. Willingness to integrate equal opportunities principles to all aspects of the work.
7. Experience in planning, delivering and evaluating projects and programmes
8. IT and report writing skills
9. Ability to work on your own and as part of a team
10. Ability to coordinate and supervise the work of volunteers
11. Excellent networking and outreaching skills

DESIRABLE

1. A qualification/degree relevant to this position
2. Knowledge of Health & Safety issues and how they relate to work on outreach locations and to working with volunteers
3. A good understanding of statutory and voluntary services available to meet the needs of women escaping from/experiencing intimate or other forms of gender violence.
4. Previous (paid or unpaid) experience of managing or coordinating volunteers