

JOB DESCRIPTION

JOB TITLE: Community Outreach Worker (Specialist FGM) with language specialism

SALARY: £22,626 per annum FTE

RESPONSIBLE TO: Line Manager

HOURS: 37 hours per week (some out of hours work may be required)

LEAVE: 25 Days + Bank Holidays + ESD's
Pension contribution and Employee Assistance Programme

Job Purpose

To plan and implement a community support service to address Female Genital Mutilation, with professionals, agencies, and practising communities.

To develop and deliver a range of high-quality group services, support services and training, using community language(s) as appropriate.

Duties and Responsibilities:

Development:

- To identify and undertake community development work with practicing communities
- To develop good working relationships with a range of agencies working on the issue of Female Genital Mutilation (FGM)
- Develop training and materials on health, FGM and related issues, including planning and organisation, that are appropriate for a range of ages, groups, communities, and professionals
- To provide drop-ins and surgeries as required by the service
- To provide training and workshops as required by the service
- To set up and run groups for women, young people and communities
- To develop and deliver sessions with young people and women on personal development, sexual health and FGM and related issues
- To keep up to date with current legislative changes for use when working with women and children around their rights
- To identify and make links with existing projects and community services and to develop joint work/services where appropriate
- Develop and implement monitoring and evaluation procedures, including regular monitoring reports and project evaluation
- To keep abreast of issues regarding FGM and domestic abuse on a national and local level with particular reference to those that may affect the work of the project
- To participate in multi agency work as agreed with your line manager

Support work:

- To work with women to identify their support needs, and empower them regarding FGM and its consequences
- To work with women to identify their 'support' needs and incorporate these into women's Individual Support Plans (ISP)
- To develop and produce an ISP for each service user
- To review each ISP on a regular basis

- To encourage the development of mutual support networks
- To work with a team of volunteers/champions to develop and deliver services
- To work alongside colleagues to organise in-house training and information sessions on a range of issues for service users
- To promote awareness of the - impact of FGM, domestic abuse on women and children and Coventry Haven Women's Aid services
- To ensure adherence to the Confidentiality and GDPR procedures at all times

Administration:

- To work within our administrative and financial systems
- To ensure that adequate records are kept for all service users, using OASIS
- To ensure that Health and Safety records are kept up to date
- To produce monthly reports for your line manager
- To monitor and evaluate the service, via various methods including feedback from service users and produce statistical information

Communication:

- To ensure that all staff team members are aware of any matters that are relevant to the welfare and security of the premises, staff, volunteers and service users by adhering to Coventry Haven Women's Aid Policies and Procedures
- To attend in-house training
- To attend support and supervision sessions with your line manager
- To develop a professional working relationship with external agencies
- Feedback relevant issues from external meetings/ training to the staff and management teams as appropriate
- To be involved in the Annual Review process
- To promote awareness of the impact of domestic abuse on women and children and Coventry Haven Women's Aid services

Training:

- To identify and attend training relevant to the post in agreement with your line manager
- To work alongside colleagues to organise in-house training and information sessions on a range of issues for service users
- To raise awareness of the impact of domestic abuse on women and children and of Coventry Haven Women's Aid services

General:

- To maintain the confidentiality of the women, children and young people using the service
- To maintain confidentiality in all matters relating to the organisation
- To offer an equal service to all women, children and young people regardless of age, class, culture, language, race, religion and sexual orientation, adhering to Coventry Haven Women's Aids framework for equal opportunities and anti-discriminatory practice
- To ensure the efficient use of resources at all times
- To maintain an awareness of the issues surrounding domestic violence and abuse (in all forms) on a national and local level
- To work within Coventry Haven Women's Aid policies and procedures and demonstrate a commitment to the values and ethos of Coventry Haven Women's Aid
- To work within equal opportunities and anti-discriminatory practice
- To undertake any other duties required, which may arise and are commensurate with the post
- To undertake at least 2 events in the community to showcase the services offered by Coventry haven Women's Aid

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Person Specification

Commitment and Understanding	Form	Interview	Test
Commitment to services for women and children affected by domestic abuse	X	X	
Commitment to work within CHWA ethos, policies and procedures		X	
An understanding of women's issues and feminist principles, in particular around the issues of domestic abuse (all forms) and its implications for women and children	X	X	
Commitment to providing services within an anti-discriminatory/equal opportunities framework to meet individual needs	X	X	

Experience	Form	Interview	Test
Of providing practical and emotional support to women and children affected by FGM and domestic abuse	X	X	
Of offering advice and information and advocating for service users on a range of issues including homelessness, benefits, legal, social welfare issues, etc	X	X	
Of developing and maintaining effective working relationships with external agencies	X	X	
Of working within safeguarding guidelines to protect and promote the well-being of children and vulnerable adults	X	X	
Of delivering talks, training or awareness sessions to external agencies		X	

Skills	Form	Interview	Test
A professional approach to communicating with and engaging service users in the development and delivery of the service		X	
The ability to carry out safe working practices essential within domestic abuse services including risk assessment, safety planning and the implementation of confidentiality procedures	X	X	
The ability to build good relationships with other staff and volunteers and to work as part of a team		X	
The ability to prioritise and manage a varied workload		X	
Good administrative skills and the ability to work with Microsoft Office	X		
A willingness to work flexibly to ensure the needs of the service are met		X	
The ability to speak a language other than English	X		X

Desirable	Form	Interview	Test
Relevant qualifications	X		
Current driving licence and access to a car for work	X		