

COMMUNITY AND PRISON SERVICES

JOB TITLE	Womens' Centre Coordinator - This post is funded by the National Lottery through the Big Lottery Fund
SALARY	£25.500 – £28.500 based on skills and experience
REPORTING TO	Head of Community and Prison Services
RESPONSIBLE	Community project workers
DURATION	Three years, with possible extension subject to funding and staffing needs
HOURS	F/T 35 hours per week
LOCATION	The post holder will work from Hibiscus' Women Centre, Head office, and across London as necessary There is a requirement to travel across Greater London, and work occasional weekends
JOB PURPOSE	Hibiscus was awarded funding by the Big Lottery Fund under its Women and Girls' Initiative towards setting up and running Hibiscus' Women Centre, a women-only space to expand specialist support to Foreign National, BMER and migrant women affected by the Criminal Justice system, immigration rules and restrictions in the London area. The purpose of the job is to coordinate, maintain and expand provisions in the Hibiscus' Women Centre to ensure that appropriate women-centred activities and services are planned, delivered, monitored and evaluated. The post holder will manage and supervise staff and volunteers working in the Centre and support effective working relationships with all stakeholders including <ul style="list-style-type: none"> • service users to ensure they are fully involved in development • Hibiscus community and other teams • potential and partner organisations

Key tasks:**Managing Services and Delivery**

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- Research, develop and organise the delivery of activities including education, training and employment opportunities and theme-specific workshops enabling clients to progress in their goals, ensuring that stakeholders' expectations are fully met and building on current provisions
- Research and develop links with agencies relevant to Hibiscus' service user groups
- Consult with and involve clients in the development and delivery of services
- Manage the online diary of appointments and room booking
- Ensure the Women Centre is always clean, welcoming and appropriately equipped
- Identify, negotiate and coordinate the involvement of key partners both locally and across London with a view to deliver regular and appropriate assistance to clients at the Women Centre
- Deliver community based initiatives with partner agencies, e.g. one-off events, exhibitions, cultural celebrations
- Maintain a directory of relevant referral agencies and contact telephone numbers
- Actively engage and communicate with other staff and team members to maximise and improve the delivery of holistic services
- Coordinate allocation of referrals to staff team
- Maintain a small caseload of clients Ensure accurate and fair access to activities and workshops.

Staff management

- Support and develop a team of dedicated project workers
- Supervise and support together with head of department all staff in the team
- Work closely with the head of department in managing staff sickness, absence and timekeeping
- Ensure adequate cover arrangements are in place

Monitoring and evaluating:

- Ensure that records of activities, attendance, files and documentation are correctly recorded across the Centre
- Support the Head of Department in preparing reports to funders
- Support the head of department in improving systems of record information and outcomes
- Ensure that evaluation of the project meets the conditions of grant and is presented in a way that will inform service improvement
- Maintain accurate, confidential service-user records of interventions and contact details as per Hibiscus protocols and procedures
- Produce reports and evaluations in consultation with other Hibiscus staff members on all work carried out and as requested
- Consultation with the women contribute to monitoring and evaluation

Internal and external communication

- Liaise with communication worker to promote the programme
- Establish and maintain a good network of contacts with relevant statutory and voluntary sector agencies
- Attend events at community level with the aim of encouraging dialogue and promoting understanding of Hibiscus' service user groups and the aims of the Women Centre
- Attend and participate in regular team meetings
- Liaise with and provide information and learning opportunities to staff from both statutory and non-statutory organisations with respect to the needs of Hibiscus' service user groups
- Work collaboratively with all Hibiscus staff
- Attend staff meetings as appropriate and actively participating in disseminating information to colleagues

Financial and Resource Management

- In collaboration with the head of department establish annual budgets for the team
- Monitor the team's expenditure to ensure it is within budget
- Approve all expense claims ensuring they are submitted accurately and on time
- Ensure income from funders is spent in accordance with their wishes and recorded accurately for reporting purposes
- Identify additional funding streams and resources for additional activities and sustainability of the project in collaboration with head of department

Personal/professional development and training

- Take responsibility for own learning and performance
- Attend and prepare for regular line management meetings
- Participate in annual appraisals in accordance with Hibiscus policy
- Attend and prepare for any other supervision
- Continue to develop information and communication technology (ICT) skills
- Keep up to date with developments in public policy and legislation regarding Foreign National women offenders and related subjects by attending relevant training courses, regional and national meetings and conferences
- Develop specialist knowledge of legislation and policy affecting the education, employment and housing rights/options of foreign national and BMER women affected by the criminal justice system and/or immigration rules and restrictions

FURTHER INFORMATION

- The post holder must at all times carry out duties and responsibilities with due regard to Hibiscus equal opportunities policies and procedures.
- The post holder must ensure that personal information for clients, members of staff and all other individuals is accurate, up-to-date, kept secure and confidential at all times in compliance with current GDPR policy
- The post holder is expected to take responsibility for self-development on a continuous basis, undertaking on- the-job and other training as required
- The post holder is required to fully familiarise herself with and comply with Hibiscus policies and procedures.
- The post holder must be aware of individual responsibilities under the Health and Safety at Work Act and identify and report as necessary any untoward accident, incident potentially hazardous environment.
- The post holder will be subject to checks by the Disclosure and Barring Service and Prison clearance.

This job description is intended as a guide to the main responsibilities of the post and not as an exhaustive list of duties and tasks. The post holder may be required to undertake other duties appropriate to her grade, that are not listed above, at the direction of her manager. This job description is a draft and may need to be reviewed according to the service delivery required by Hibiscus

This is a **post** created specifically for this project and the job description will be reviewed after six months. It may also be amended from time to time after consultation with the post holder.

* This post is restricted to women only as a genuine occupational requirement under Schedule 9 paragraph 1, Equality Act 2010



LOTTERY FUNDED

Essential = E

Desirable = D

Application Form = A

Interview = I

PERSON SPECIFICATION

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Education/Qualifications	Degree Level	D	A
Skills/Abilities	Excellent written and verbal communication and presentation skills	E	A/I
	Excellent listening skills	E	I
	Strong organisational and administrative skills	E	A/I
Ability to	<ul style="list-style-type: none"> work effectively on own initiative without supervision 	E	I
	<ul style="list-style-type: none"> contribute to the development, evaluation and monitoring of the Hibiscus Women Centre services 	E	A/I
	<ul style="list-style-type: none"> plan and program activities 	E	A
	<ul style="list-style-type: none"> work in a team and make considered decisions 	E	A
	<ul style="list-style-type: none"> speak another language other than English 	D	A
	<ul style="list-style-type: none"> work on own initiative, without supervision 	E	I
	<ul style="list-style-type: none"> work effectively as part of a team 	E	A
	<ul style="list-style-type: none"> excellent IT skills, including Microsoft Word, Excel, PowerPoint, Access, Publisher, Outlook and the internet 	E	I
	<ul style="list-style-type: none"> approach tasks and devise solutions in an innovative and creative manner 	E	I
	<ul style="list-style-type: none"> demonstrate emotional resilience 	E	I
	<ul style="list-style-type: none"> understand budget and accounts accurately for any spending 	D	A
	<ul style="list-style-type: none"> respond quickly even in challenging circumstances 	E	I
	<ul style="list-style-type: none"> work flexibly, when required, including evening and weekend working 	E	I
	<ul style="list-style-type: none"> manage competing demands and changing priorities 	E	A/I
Experience	Experience of delivering and coordinating services for vulnerable women	E	A
	Experience of working with women with a range of complex needs	E	A
	Service delivery in a non-judgmental and empathetic way	E	I
	Experience of developing and maintaining partnerships and professional relationships with statutory and non-statutory organisations	E	A
	Experience of working with partners from the Criminal Justice System	E	I
	Experience of working in an environment that requires confidentiality	E	I
	Experience of working to set policies and procedures	E	I
	Experience of planning and delivering group-based training or workshop programmes.	D	A
Knowledge/Understanding	Understanding of the complex needs of Foreign National and BMER women who are or have been involved in the criminal justice system, and are under immigration rules and restrictions	E	A/I
	Awareness and commitment to safeguarding practices and policies, and the ability to promote safeguarding among clients and colleagues.	E	I
	Knowledge and understanding of the Data Protection Act and GDPR	E	I
	Understanding and knowledge of monitoring and evaluating systems	E	A/I
	Knowledge of the impact of imprisonment/detention upon women and their families	D	A
	Awareness of legal issues relating to imprisonment, the criminal justice system, immigration rules and restrictions	D	A
	Have an awareness of and commitment to the ethos, aims and objectives of Hibiscus Initiatives	E	A
Other Requirements	Interested and motivated to further own skills and knowledge	E	A
	Adhere to Hibiscus' Equality and Diversity, Health and Safety policies and anti-discriminatory practice in all areas of our work	E	I