

JOB DESCRIPTION

JOB TITLE	Project Worker – Community *This post is restricted to women only as a genuine occupational requirement under Schedule 9 paragraph 1, Equality Act 2010.
TEAM	Community Team
SALARY BAND	£24,000 - £28,000* *The successful candidate will be appointed towards the lower end of the salary scale
REPORTING TO	Women's Centre Coordinator
RESPONSIBLE FOR	N/A
DURATION	One Year, renewable subject to funding
LOCATION	The post holder will work from Hibiscus office and Hibiscus Women's Centre in Islington, London, 3-4 days a week, with occasional travel across London, as necessary. Flexible working arrangements available for the remaining days. There is a requirement to travel and work very occasional weekends by arrangement.
HOURS	35 Hours per week
PURPOSE OF ROLE	The purpose of this role is <ul style="list-style-type: none"> ➤ to manage a case load of women affected or at risk of being affected by the criminal justice and/or immigration systems, including survivors of trafficking. ➤ to work holistically with the women to provide individual support, advocacy, advice, guidance and create opportunities for their self-development and wellbeing. ➤ to contribute to the running of the Women's Centre and activities
KEY RESPONSIBILITIES	
<p>Role specific</p> <ul style="list-style-type: none"> ➤ Actively engage and communicate with team and other staff members in Hibiscus to maximise and improve the delivery of holistic services 	

- Manage a caseload of women, working collaboratively with each client to develop an individual support plan with achievable and realistic goals, and support her to work towards them
- Ensure each woman has a clear understanding of her statutory entitlements and obligations by providing up to date information on housing, health and welfare benefits
- Ensure women know how their immigration status may affect their rights to reside and work in the UK
- Assist women in their search for work and encourage their participation in education, training and employment (ETE) activities that can improve their job prospects
- Contribute to the day-to-day running of the Women's Centre, including registering attendance, handling travel expenses, and helping to maintain a clean, safe and welcoming environment
- Work with the Women's Centre Co-ordinator and other community team members to develop and deliver a programme of activities to support women's practical needs, wellbeing, and empowerment and agency
- Proactively invite and encourage women to take part in one-to-one and group activities to reduce isolation and support them to achieve their goals
- Operate an outreach service to reduce the women's anxiety by accompanying them to scheduled appointments when necessary
- Promote a climate of openness so that the women are able to voice anxieties, needs and concerns
- Gather feedback from women about Hibiscus' service and activities to support our impact measurement and continual improvement
- Promote women's voice and involvement in the development of Hibiscus services and influencing work
- Develop expertise in and act as a source of specialist advice and support to the Hibiscus staff team and volunteers regarding the complexities of the women's needs
- Produce reports and evaluations on all work carried out and as requested.

Monitoring and evaluation

- Record on dedicated database activities, attendance, and detailed case notes for monitoring purposes
- Maintain a database of case studies for monitoring and funding purposes
- Assist the Women's Centre Coordinator in preparing reports including reports to funders
- Contribute to reports and evaluations in consultation with other Hibiscus staff members on all work carried out and as requested
- Maintain and improve a directory of relevant referral agencies and contact telephone numbers
- Ensure all files and documentation are kept in accordance with agreed administrative systems

Internal and external communication

- Communicate effectively with other team members, volunteers, the women accessing our services, delivery partners, external organisations and the general public
- Develop and maintain working relationships with relevant statutory and voluntary organisations in the field to broaden access routes into our specialist services
- Develop mutually beneficial relationships with a range of organisations who can provide practical help to our women
- Participate in events as requested with the aim of encouraging dialogue, promoting understanding and relevance of Hibiscus' work
- Liaise with and provide information and learning opportunities to staff from other organisations about Hibiscus' target groups
- Liaise with Hibiscus' communication colleagues to raise awareness of programmes and of special activities on social media

- Attend and participate in regular team and staff meetings and actively disseminate relevant information to colleagues.

Financial

- Adhere to financial procedures and account for spending on the project
- Identify additional funding streams and resources for additional activities and sustainability of the project in collaboration with Women's Centre Coordinator.

Personal/professional development and training

- Take responsibility for self-development on a continuous basis, undertaking on-the-job and other training as required.
- Attend and prepare for regular line management meetings
- Participate in annual reviews in accordance with Hibiscus policy
- Attend and prepare for any other supervision.

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 and kept secure and confidential at all times, in compliance with the Data Protection Act 2018.
- 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 themselves 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.

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 their grade, that are not listed above, at the direction of their line manager.

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PERSON SPECIFICATION

Essential

- Experience delivering practical support, wellbeing, and/or empowerment and agency interventions to women with complex needs;
- Experience of providing information, advice, and advocacy on a range of matters such as immigration, welfare and employment;
- Experience of working with statutory and non-statutory organisations, such as social services, local councils, the Department for Work and Pension, Jobcentre Plus, prisons, probation, and other charities and service providers
- High levels of confidentiality, able to act with discretion, sensitivity and diplomacy;
- Ability to demonstrate trauma-informed, gender-responsive, practice;

- Ability to maintain clear boundaries with clients and manage challenging behaviour with empathy;
- Proactive approach to working, able to take own initiative and manage competing priorities; and
- Commitment to the vision and values of Hibiscus;

Desirable

- OISC Accreditation level 1 or above;
- Fluency in languages other than English; and
- Lived experience of any of the issues Hibiscus works on.