

## Welsh Women's Aid Job Description

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| Job title:      | <b>Services Development Officer</b>   |
| Salary:         | <b>£26,999.00 - £28,785.00</b>  |
| Responsible to: | <b>Services Development Manager</b>   |
| Hours:          | <b>37.5 per week</b>  |
| Office base:    | Cardiff/ home-based   |
| Job Purpose:    | <p>Are you passionate about supporting and working with local violence against women, domestic abuse and sexual violence services across Wales to be joined up, informed, innovative, strong and effective?</p> <p>This role will lead on WWA's work to coordinate support for our members, the programme of regional meetings, and work around commissioning for services whose core business is supporting survivors of domestic abuse, sexual violence and other forms of violence against women.</p> <p>The Services Development Officer will support specialist services across Wales to build capacity, evidence impact and deliver high quality support. This will include providing information, resources and training, and supporting local and regional services and consortia of member services where necessary.</p> <p>Based in Cardiff, but with travel across Wales, the post-holder will work in partnership to improve consistency and quality of specialist support services, and also support the development and promotion of a needs-led service model that supports survivors to achieve independence and freedom.</p> |

This post is open to female applicants only as being female is deemed to be a genuine occupational requirement under Schedule 9, Paragraph 1 of the Equality Act 2010.

## **Job Details**

### **Key Functions & Tasks**

#### **Services development**

- Working with the other WWA staff members, identify and meet the capacity building needs of local services through delivery of direct one to one support; information, training and resources; facilitating partnerships and consortium arrangements.
- Working with the other team members, coordinate a list of skills held by WWA staff to deliver capacity building support to specialist service members, regularly liaising with staff members providing support to ensure the effective delivery.
- Increase capacity and stability of specialist services across Wales by managing relationships around support being provided.
- To research and produce reports, good practice models and other materials on violence against women service delivery and commissioning to support the delivery of the capacity building work being carried out with members.
- Monitor the delivery of capacity building for members reporting to the Team Manager and Head Services and Survivor Engagement in relation to the progress against individual member services involved, and produce monthly reports and evaluation.
- Supporting membership specialist services to evidence their quality and impact to funders and other stakeholders.
- To engage commissioners and communicate to them the value of specialist services, and promote a needs-led service model and the National Quality Framework as part of effective commissioning.
- Alongside other members of the Services and Survivor Engagement team, acting as Key Lead for a proportion of Welsh Women's Aid member services, proactively supporting their needs as members and managing the list of bespoke support for all members (including risk monitoring).
- Identifying and analysing developments in law, policy and practice that may have an impact on commissioning and capacity building work, at national and local level and ensure WWA and members are kept up to date

#### **Working with others & strengthening the movement**

- Network and identify stakeholders and partner agencies.
- Build, promote and maintain positive, constructive professional relationships with member services.
- Work closely with the team manager and Head of Services and Survivor Engagement to ensure the smooth delivery of capacity building support to members.
- Promote and facilitate joint working; establish national, regional and local opportunities and develop structures for networking.
- Coordinate the regional Specialist Service Providers' Forums and WWA members services meetings.
- Work with the membership team to pro-actively identify needs of member services, develop an agreed programme of support and facilitate improvements in service provision so that local services are of the highest quality to meet their needs.

- Support member services to build their organisational capacity in delivery of their services.
- Enable member services to access relevant information, guidance and/ or advice, and resources, including keeping the Members' Area of the WWA website up to date.
- Work to encourage new organisations and individuals to become members of Welsh Women's Aid. Working with the business support and membership teams, influence and engage member services to collect data and statistics to inform project development, monitoring and review, policy, legislation and strategic developments.

### **Strategy contribution**

- To keep up to date with UK and Wales service models and commissioning for violence against women, domestic abuse and sexual violence, and women-centred service and how this impacts on members and other service provision in Wales.
- To ensure efficient and effective internal communication, information flows, and foster co-operation between team members
- Promote Welsh Women's Aid values, strategies and policies to enable the development of good practice models of service delivery.
- Contribute to Welsh Women's Aid annual plan, through the preparation of reports and statistics on capacity building and services development work for Welsh Women's Aid and funding bodies as required.
- Working with the team manager, set and agree clear objectives, regularly monitoring performance against work plan requirements.

### **Ensure Policy, Legal and Regulatory Compliance**

- Ensure Welsh Women's Aid works within relevant legal and regulatory frameworks with a particular focus on safeguarding, health & safety, quality assurance and equality frameworks, undertaking risk assessments for activities as required.
- Work within the ethos, policy and practices of Welsh Women's Aid.
- Ensure Welsh Women's Aid complies with the law and best practice in respect of data protection for manual and computerised records.
- Operate and comply with the law and best practice in relation to equal opportunities and ensure the continuing commitment of Welsh Women's Aid to the provision of equal opportunities in all aspects of its work in line with our values.

### **General Responsibilities**

- At all times protect the safety and security of service users, staff, volunteers and buildings, and the confidentiality of records and other information.
- Uphold the right of women, children and young people and proactively assess the needs and safety of children and women to ensure that any risks/needs identified are addressed, having full regard to Safeguarding Children's policy and Safeguarding Adults policy.
- Maintain clear and adequate records of work done, and to produce reports on work programmes and activities as required by the Chief Executive.
- Be responsible for personal learning and development and maintain and develop your own knowledge, skills and competence.
- Participate in supervision, training and meetings as required, and assist in the development of services in line with agreed development plans.

- Take direction on projects and priorities from your line manager, which may vary from time to time.
- Oversee the work of volunteers or temporary support staff as required.
- Carry out word-processing, filing, and administrative tasks necessary to comply with the job description.
- Ensure your own actions reduce risks to Health & Safety.
- Have a clear understanding of, and work within, the policies, standards and procedures required by the law, Welsh Women's Aid, and funders.

### **Variation Clause**

Welsh Women's Aid reserves the right, following full and reasonable consultations with the member of staff concerned and with her trade union or other representatives, to vary, add to or alter any of the terms and conditions of employment attached to this post.

This job description will be reviewed annually and may need to be revised according to the priorities of current workload with the agreement of the Executive Board and the CEO.

### **Monitoring and Evaluation of the Post**

The performance of the post holder will be monitored through regular supervision by the line manager and reviewed at each annual appraisal. Members of the national staff team are expected to produce regular work reports for monitoring and review by their line manager and Chief Executive as required.

### **General Information and Conditions of Service**

- 5 weeks holiday (pro rata) per year, plus statutory holidays.
- Welsh Women's Aid contributes a sum equivalent to 6% of the annual salary to the company pension scheme, following successful completion of 6 months probationary period.
- Overtime is unpaid; time in lieu is to be taken in consultation with your line manager.

## Services Development Officer Person Specification

| Criteria              | Essential  | Desirable   |
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| <b>Qualifications</b> | <ul style="list-style-type: none"> <li>- No formal qualifications are required for this role, although evidence of relevant learning is advantageous.</li> </ul>   |   |
| <b>Experience</b>     | <ul style="list-style-type: none"> <li>- Minimum of 2 years' experience of working within the violence against women sector.</li> <li>- Experience of establishing strong relationships and networks.</li> <li>- Experience of liaising and working with other organisations and agencies in partnership.</li> <li>- Experience of managing projects within a set timeframe and with clear outputs/outcomes and achieving positive outcomes.</li> <li>- Experience of coordinating meetings.</li> <li>- Experience of managing databases.</li> <li>- Experience working as a member of a team and lone working.</li> <li>- Experience engaging/working with commissioners.</li> <li>- Management of stakeholders/partners who are geographically dispersed.</li> </ul> | <ul style="list-style-type: none"> <li>- Experience of working in a membership organisation.</li> <li>- Experience of working with direct services to survivors of violence against women.</li> <li>- Experience of working as a commissioner of specialist services.</li> </ul>  |
| <b>Knowledge</b>      | <ul style="list-style-type: none"> <li>- Knowledge and understanding of the gendered nature of violence against women.</li> <li>- A good understanding of the experiences and needs of survivors.</li> <li>- Knowledge and understanding of the role of VAWDASV specialist services and the policy framework within which they operate.</li> <li>- Knowledge of national and local procurement and commissioning frameworks and processes relevant to local domestic violence services.</li> </ul>   | <ul style="list-style-type: none"> <li>- Understanding of the values and history of Welsh Women's Aid.</li> <li>- Knowledge of models of partnership appropriate to the domestic violence sector, including mergers and coalitions, and of their practical application.</li> <li>- Knowledge of appropriate relevant quality frameworks and frameworks to evidence outcomes in service delivery.</li> </ul> |
| <b>Skills</b>         | <ul style="list-style-type: none"> <li>- Proven ability to communicate effectively with people, organisations and professionals, using a range of oral, written and other presentational skills.</li> <li>- Effective assessment, planning and evaluating skills.</li> <li>- Proven time management, problem solving and solution-focused.</li> <li>- Proven IT skills including use of Microsoft PowerPoint, Word and Excel.</li> <li>- Ability to work on own initiative to meet objectives in an ever changing environment.</li> </ul>  |   |
| <b>Other</b>          | <ul style="list-style-type: none"> <li>- Demonstrates commitment to the aims and values of Welsh Women's Aid.</li> <li>- Clear understanding of and commitment to anti-discriminatory practice and equality and diversity.</li> <li>- Access to car and be willing to travel across Wales</li> </ul>   | <ul style="list-style-type: none"> <li>- Bi-Lingual in Welsh and English, both spoken and written.</li> </ul>   |

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|  | regularly.<br>- Willingness to attend occasional evening meetings and weekend events. |  |
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