

Welsh Women's Aid Job Description

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| Job title: | Services Development Officer (Quality Assurance) |
| Salary: | £27,741 – £29,577 SO1 |
| Responsible to: | Services Development Manager |
| Team: | Services and Survivor Engagement (SSE) |
| Hours: | 37.5 per week |
| Office base: | Cardiff or home-based working with expectation to attend Cardiff based office and travel to member services on a regular basis |
| Job Purpose: | <ul style="list-style-type: none"> - To lead on WWA's programme of work to deliver a quality mark and service standards for member services whose core business is supporting survivors of domestic abuse, sexual violence and other forms of violence against women. - To 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. - To 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. |

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

- Support membership specialist services to evidence their quality and impact to funders and other stakeholders through the implementation of Welsh Women's Aid's National Quality Service Standards (NQSS)
- Manage resources to ensure the most effective and efficient delivery of the National Quality Service Standards.
- Review the delivery of the Welsh Women's Aid National Quality Standards to ensure and evidence continuity of compliance.
- Review and assess documentation and evidence submitted by Welsh Women's Aid members.
- Write reports and action plans to support Welsh Women's Aid members achieve the National Quality Service Standards.
- Ensure alignment with other relevant quality standards and accreditation frameworks.
- Engage commissioners and communicate the value of the National Quality Service Standards as a tool for effective commissioning.
- Communicate the value of specialist services and promote a needs-led service model through the NQSS as part of effective commissioning.
- Compile regular reports to brief the team manager and Head of Services and Survivor Engagement in relation to the progress of individual member services with the NQSS process.
- Research and produce reports, good practice models and other materials on domestic abuse service delivery to support the delivery of the quality standards work being carried out with members.
- Working with the other Welsh Women's Aid 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, and managing relationships with associates and consultants.
- Identify developments in law, policy and practice that may have an impact on quality standards work, at national and local level, and ensure members are kept up to date.
- Alongside other members of the Services and Survivor Engagement team, act 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, one to one support, information, training and resources, facilitating partnerships and consortium arrangements.

Working with others & strengthening the movement

- Identify and network with key 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 quality standards support to members.
- Promote and facilitate joint working; establish national, regional and local opportunities and develop structures for networking.

- Develop partnerships and share expertise with other relevant organisations with quality standards processes.
- Assist in organisation and delivery of the regional Specialist Service Providers' Forums and WWA members services meetings.
- Work with colleagues in the Welsh Women's Aid 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.
- 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.
- Work with colleagues in the Business Support team and the Membership team to engage WWA members to collect data service users to inform policy, legislation and strategic developments.

Strategy contribution

- To keep up to date with UK and Wales service models, quality standards and commissioning for violence against women, domestic abuse and sexual violence, and women-centered services and how these impact on members and other service provision in Wales.
- 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 and 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 electronic 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 survivors, service users, staff, volunteers and buildings, and the confidentiality of records and other information.
- Uphold the rights 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 policy and Safeguarding Adults policy.

- Be responsible for personal learning and development and keep up to date on research, relevant legislation, policy and practice, and other literature relevant to the role.
- 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.
- Assist in the organisation of conferences or events organised by WWA, if required.
- Work within the values, policy and practices of WWA.
- Ensure WWA complies with the law and best practice in respect of data protection, health and safety regulations, and equality and diversity requirements.
- Responsible for undertaking any other duties appropriate to the post.

Variation Clause

Welsh Women's Aid reserves the right, following full and reasonable consultations with the member of staff and their 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.

The performance of the post holder will be monitored through regular supervision by the line manager and reviewed at each annual appraisal. The post holder is expected to produce regular 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, and subject to staff contribution as part of auto-enrolment.
- Overtime is unpaid; time in lieu is to be taken in consultation with the line manager.

Services Development Officer Person Specification

| Criteria | Essential | Desirable |
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| Qualifications | 1. No formal qualifications are required for this role, although evidence of relevant learning is advantageous. | |
| Experience | 2. Minimum of two years of relevant sector experience. 3. Experience of establishing strong relationships and networks and working in partnership. 4. Of delivering on projects within a set timeframe and achieving clear, positive outcomes. 5. Of coordinating meetings. 6. Of managing databases. 7. Of working as a member of a team and lone working. 8. Experience engaging/working with commissioners. 9. OF the management of stakeholders/partners who are geographically dispersed. | D1. Experience of assessing quality or other standards work. D2. Experience of working in a membership organisation. D3. Experience of working with direct services to survivors of violence against women. D4. Experience of working as a commissioner of specialist services. |
| Knowledge | 10. Knowledge and understanding of the gendered nature of violence against women. 11. A good understanding of the experiences and needs of survivors. 12. Knowledge and understanding of the role of VAWDASV specialist services and the policy framework within which they operate. | D5. Knowledge of appropriate relevant quality frameworks and frameworks to evidence outcomes in service delivery. D6. Knowledge of national and local procurement and commissioning frameworks and processes relevant to local domestic violence services. |
| Skills | 13. Proven ability to communicate effectively with individuals and organisations using a range of oral, written and other presentational skills. 14. Effective assessment, planning and evaluating skills. 15. Effective report writing skills 16. Proven time management, problem solving and solution-focused. 17. Proven IT skills including proficient use of Microsoft Office. 18. Ability to work on own initiative to meet objectives in an ever-changing environment. 19. Ability to focus on attention to detail. | |
| Other | 20. Demonstrates commitment to the aims and values of Welsh Women’s Aid. 21. Clear understanding of and commitment to anti-discriminatory practice and equality and diversity. 22. Willing to travel across Wales regularly. 23. Willing to attend occasional evening meetings and weekend events as required. | D7. Bi-Lingual in Welsh and English, both spoken and written. |