Women's Aid
ARMAGH DOWN

Recruitment Pack

womensaidarmaghdown.org

Welcome from our CEO



Dear Prospective Applicant

Thank you for your interest in Women's Aid Armagh Down and in the opportunity to contribute to the work of our organisation. As CEO, I am pleased to introduce this opportunity to those who may be considering a role within our team. Our work is grounded in a clear and enduring purpose: to stand alongside women, children and young people with compassion, professionalism and a steadfast commitment to hope for healing.

At Women's Aid Armagh Down, we recognise that the strength of our service lies in the quality, dedication and integrity of the people who deliver it. We therefore value individuals who bring not only relevant skills and experience, but also a genuine commitment to making a meaningful difference in the lives of others. This is important and demanding work, but it is also work of profound purpose – creating the conditions in which safety can be restored, healing can begin, and hope for the future can take root.

I hope this letter offers a clear sense of the values and purpose that shape our work. Should you wish to explore the opportunity further, we would warmly welcome your interest in joining a team committed to supporting recovery, restoring dignity and sustaining hope for healing in the lives of those we serve.

With thanks and best wishes

Eileen Murphy

CEO, Women's Aid Armagh Down



About Women's Aid Armagh Down

Women's Aid is the lead agency in tackling domestic/sexual abuse and seeks through its work to promote healthy and non-abusive relationships. Women's Aid Armagh Down offers specialised trauma informed and responsive community-based support services at its Centres in Newry, Armagh and Portadown as well as a Refuge crisis accommodation service. The organisation's Support Service help women maintain and sustain their homes, while dealing with the trauma experienced through domestic/sexual abuse and complex needs specific to their lived experience.

The Refuge Service provides emergency accommodation for single women and women with children who are experiencing domestic/sexual abuse. Support service also include one to one support around physical, emotional/ psychological mental health and wellbeing as well as a wide range of other support such as, access to welfare benefits, counselling services, and group programmes.



The organisation's Hope & Wellbeing Project gives further support for women who have moved beyond crisis to rebuild hope, resilience and wellbeing. Programmes run regularly by the organisation include Journey to Freedom; Insight; You and Me, Mum; and the Me and My series of programmes. These programmes are all designed to support women to build self-esteem, self confidence and overall empowerment of the self as an individual who has a right to live a healthy balanced lifestyle.



The Children & Young Persons Service community-based support services offers one to one support, wellbeing group work and activities. There are several programmes on offer which raise awareness around the topic of domestic abuse to help young people ability in recognising unhealthy relationships and sustaining healthy relationships. These support services are available for children at primary school age and post primary age.



Our Vision is:

'A world where women and children are safe and supported'



Our Mission is...

'To believe in, listen to and support women and children facing domestic abuse so that they feel safe, hopeful and can thrive'

Our Values

Collaborative:

We will provide services that work together to meet the needs of those affected by gender based violence

Relationships:

A commitment to developing healthy relationships based upon equality and respect

Trauma Sensitive:

Our work will have an underpinned ethos of trauma sensitive support

Inclusive:

Our services will be available to women and children regardless of their background

Women's Empowerment:

Our approach is rooted in a belief that women can empower themselves, and we will support them on that journey

Accountable:

We will operate in an open and transparent way, with the highest standard of governance and financial management

Challenge:

We pledge to challenge societal attitudes and victim blaming cultures, bringing the role of perpetrators back into the conversation

Job Description

Job title	**Referral Co-ordinator**
Accountable to	Senior Worker
Responsible for	N/A

Job Location

Newry Resource Centre
5 Downshire Place, Newry, BT34 1DZ
Women's Aid Armagh Down (WAAD) has four separate venues from which we provide support services. Our Refuge provides safe secure crisis accommodation to women and their children and our Resource Centres provide a wide range of support services to women living in the community.

Job Summary

Women's Aid Armagh Down provides a range of support and accommodation services for women and children experiencing domestic and sexual abuse.

Provide an initial point of contact for women and agencies contacting the organisation for community support and information.

Receive, process and record referrals and outcomes.

Main Duties and Responsibilities

1. Provide supportive and empathetic advice, initial support and information for women contacting the organisation via telephone, email and in person.
2. Inform women on options for staying safe and/or access to refuge/community support.
3. Develop and maintain professional working relationships with referral agencies and provide information via phone and e mail about the support services as required and take referrals.
4. Provide an initial assessment as to whether WAAD is the relevant organisation to offer support to individual women and if not, signpost to alternatives.
5. Undertake initial risk identification and assessment in line with WAAD practices.
6. Maintain contact with women awaiting access to longer-term support
7. Identify and escalate any changes in risk or immediate safety concerns to the senior worker or other designated safeguarding officer.
8. Provide information and connect women with suitable statutory, voluntary and community services while they await longer term support.
9. Maintain accurate records on Oasis of referrals, response times, interventions, onward referrals and outcomes.
10. Contribute to the monitoring and evaluation of the pilot, including service-user feedback and reports required.
11. Ensure referrals are managed and distributed to appropriate teams and processed in line with procedures.
12. Administration
    - Keep Oasis records up to date in 'real time' and provide information to the senior leadership team as required
    - Provide reports relating to your work as required
13. Awareness raising
    - Raise awareness of DSA and WAAD's support services with other agencies as required.
14. Health and Safety
    - Take responsibility for your own and other's Health and Safety and comply with the organisation's Health and Safety and Lone Working Policies and procedures.
    - Report health and safety concerns to the H&S rep.

15. Safeguarding

    - Ensure all safeguarding issues relating to women and children are brought to the immediate attention of a designated safeguarding officer.
    - Make referrals to relevant agencies as required.
    - Work in line with the organisation's Safeguarding Policies

16. General

    - Ensure all aspects of diversity, inclusion and accessibility are followed in line with policies and procedures.
    - Work within the organisation's self-help ethos both when working with women and in your own practice

17. Team Working

    - Work constructively with team members, volunteers and managers in all aspects of work.
    - Maintain a professional approach in all aspects of work in line with the organisation's policies and procedures
    - To participate in fundraising activities as required.

18. Confidentiality

    - Maintain confidentiality and comply with data protection requirements in line with the organisation's Data Protection Policy and procedures

19. Personal/professional development

    - Attend regular supervision and project meetings as well as larger team meetings.
    - Be familiar with and adhere to the organisation's policies and procedures.
    - Take responsibility for your own personal development particularly in the area of domestic and sexual abuse to ensure you are fully up to date with current good practice and legislation.
    - Attend training as required.

20. Work Patterns

    - Be flexible and responsive to project needs.
    - Fully engage with all rota duties, including limited Saturday and bank holiday rota requirements.

21. Carry out any other duties as required by the organisation – this may at times require you to provide support for other teams.

NOTES:

Women's Aid Armagh Down Ltd reserves the right to alter the content of this Job Description, after consultation, to reflect changes to the job or services provided, without altering the general character or level of responsibility.

The duties described in this Job Description must be carried out in a manner which promotes equality of opportunity, dignity and due respect for all employees and service users and is consistent with Women's Aid Armagh Down Ltd., Equal Opportunities Policy and Code of Conduct.

Subject to

This post is subject to satisfactory Access NI/ Enhanced Disclosure checks

Please note a criminal record will not necessarily be a bar to obtaining a position in Women's Aid Armagh Down.

Salary and working hours

HOURS:	35 hrs. Per Week (open to some negotiation)
CONTRACT:	FTC 31/12/2027 (maybe extended/made permanent)
SALARY:	Salary £26,699

Additional Benefits



Person Specification

Essential		
Qualifications	1	Relevant academic qualification at level 4 or above e.g. HNC, NVQ **OR** 2 years' experience in the support of people in crisis.
Experience & Skills	2	Recent, relevant experience of providing support to people who have experienced domestic / sexual abuse
	3	Working experience of Microsoft Office 365
Skills & Abilities	4	Ability to prioritise own workload and work on own initiative
	5	Empathetic approach to women
	6	Ability to remain calm and focused while actively listening to sensitive information
	7	Ability to maintain confidential and professional boundaries
	8	Ability to communicate clearly both verbally and in writing
Knowledge	9	Understanding of the complexities and needs of families experiencing domestic / sexual abuse
Other	10	Ability to work flexibly to meet job requirements and cover bank holidays and limited Saturday rotas as required
Desirable		
	1	Working experience of using a case management system
	2	Demonstrate an understanding of the principles of risk assessment for women experiencing domestic / sexual abuse
	3	Good knowledge of the services of WAAD and commitment to the vision and ethos of the organisation

How to apply

To apply, please go to our website to download an application form, womensaidarmaghdown.org/join-our-team

We are an equal opportunities employer.

Under Fair Employment legislation, we are required to monitor the community background and gender of those applying for jobs. You must therefore complete the equal opportunities monitoring form via the link in the application form when applying for the post.

Due to the level of contact with vulnerable women and children, the lawful recruitment of a female for this post falls within the exemption stated in Article 10 (2b&e) of the Sex Discrimination (NI) Order 1976.





How we process your data?

Within your job application, we will ask you to provide us with personal data. Personal data is information that relates to a living individual who can be identified from the information.

When we ask you for personal data, we promise to:
- only ask for what we need and is relevant;
- make sure you know and understand why we need it, and who we will share it with;
- hold it securely and make sure nobody has access to it who shouldn't;
- make sure we do not keep it longer than necessary;
- and not make your personal information available for any other use (other than stated on this notice) without your permission unless we are required by law or if you or your child is at risk.

Why do we keep information about you?
- To evidence fair recruitment and selection processes and provide statistical information to the Equality Commission.

How long do we keep your information?
- If you are successful and begin employment with WAAD your information will be held inline with our GDPR Policy.
If you are unsuccessful within the recruitment process we will retain your data for a period no longer than 12 months after the date of the last interview.
- We retain your Equality Monitoring form for 3 years.

Am I entitled to see the information that is held about me?
You have a right to request access to the information that the organisation holds about you. All requests for information must be submitted in writing. To do this you should write to the Data Protection Officer, 5 Downshire Place Newry BT34 1DZ

If you have any concerns or questions about how we collect, handle or share your information or you wish to make a complaint in this respect you can contact the Data Protection Lead on 028 30250765

Women's Aid
ARMAGH DOWN
WORKING TO END DOMESTIC ABUSE



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Belfast Road
Newry
BT34 1DZ

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E: admin@womensaidarmaghdown.org
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Charity Number:
NIC106096

Company Number:
NI030774