

Dear Applicant,

We have enclosed an application pack as requested. Details of the closing date and submission are noted on the front page of the application form. Late submissions will not be accepted. Included in the pack is:

- Ethos of North Down & Ards Women's Aid
- Vision, Core Aims and Values of North Down & Ards Women's Aid
- Job Description
- Person Profile
- Application Form
- Equal opportunities monitoring form (we require this form to be completed for FEC monitoring purposes)

North Down & Ards Women's Aid is an Equal Opportunities Employer. We are recruiting females only for this post. Due to the level of contact with vulnerable women and children, the lawful recruitment of females for this post falls within the exemption stated in Article 10 (2b and 4e) of the Sex Discrimination (N.I.) Order 1976 (as amended).

To comply with the Safeguarding Vulnerable Groups (Northern Ireland) Order 2007, North Down & Ards Women's Aid are required to explore the successful candidate's suitability to work with vulnerable adults and children through ACCESS NI pre-employment screening. These checks will be repeated every three years for workers in post.

The Application Form gives you the opportunity to 'market' yourself to us and tell us how your skills, knowledge, qualifications and competence fits the requirements of the job. Please be as comprehensive in your answers as possible. We will use the information you give us to decide whether to invite you for an interview. You should read the questions carefully and answer the questions fully. You should look at the job description, person specification and other supporting information and tell us how your skills, knowledge, qualifications and competence match our needs.

The Person Profile sets out the experience, skills & abilities, knowledge, qualifications, and other competencies you need to carry out the activities given in the role profile. We use it at both the short-listing and interviewing stages of the recruitment and selection process as the criteria you'll be assessed on. The person specification is made up of two levels.

1.
 - Essential Criteria – this is the criteria that you need to meet to perform at a satisfactory level from the first day in the job. If you don't meet the essential criteria, you will not be

short-listed for interview. It is not sufficient enough to state you meet the criteria – applicants must explain how they meet it.

Canvassing, either directly or indirectly, will be an absolute disqualification.

NDAWA takes its obligations to data protection seriously. The information you provide will only be used for the purpose of this recruitment exercise and your details will be held in a secure environment. Access to your information will be restricted to those involved in the recruitment and selection process. By completing and signing the application form, you are consenting that the information on this form will be collected, stored and processed by North Down & Ards Women's Aid with the Fair Employment and Treatment (NI) Order 1998 and provisions of the Data Protection Act (1998) and GDPR Regulations (2018). Your application will be stored for up to a 12-month period in line with the above legislation. The information is being used to:

- Process my application for employment
- Form the basis of a computerised record on the recruitment system for processing and monitoring purposes.
- Form the basis of a manual file with other application forms and will be used for processing.
- If appointed, form the basis of a manual and computerised employment record.
- Your rights – You have the right to contact us and request to be forgotten or withdraw consent at any stage.

May I take this opportunity to thank you for your interest and we look forward to receiving your application.

Yours faithfully



Emalyn Turkington
Chief Executive Officer
North Down & Ards Women's Aid

OUR ETHOS

We are part of a worldwide feminist movement working for a better future in which equality of opportunity and real choice is available to all. Our work is rooted in the principles of non-violence, self-help, best practice and working in partnership. All Women's Aid services are developed in response to the needs of women and children affected by domestic and sexual violence. By listening and responding to their needs, we have built up a wealth of expertise about violence and abuse.

We believe:

- Violence against women is a manifestation of unequal power relationships between women and men at all levels of society.
- Violence against women remains a historical and cultural feature of our society.
- The underlying cause of violence against women is the abuse of power and control by perpetrators.
- Domestic violence is one form of violence against women.
- Domestic violence is a violation of Article 5 of the [UN Universal Declaration of Human Rights](#) – that “no one shall be subjected to torture or to cruel, inhuman or degrading treatment or punishment”.
- Women are not passive victims of domestic violence – with support, women have the capacity to cope with and survive the violence and abuse they experience.
- Children who are experiencing domestic violence benefit from a range of services and support and some may need safeguarding from harm – often, supporting a non-violent parent is the most effective way of promoting a child's welfare.

OUR VISION

Our vision is for a time when the voices of women, children and young people living with domestic violence, are heard and understood, where support and information is available locally, where the communities in which we live are safer, healthier and where domestic violence is eliminated.

OUR CORE AIMS

Provide temporary refuge to women and their children suffering emotional, mental, physical, or sexual abuse within their home.

Encourage the woman to take control of her own future, whether this involves returning home or beginning an independent life.

Recognise and care for the emotional needs of the children involved.

Offer support and advice to any woman who asks for it, whether or not she is living in a refuge and to offer supportive aftercare to women leaving the refuge.

Educate and inform the public, the media, the courts, social services, and other agencies, always mindful of the fact that abused women are a direct result of the general position of our society.

VALUES

High quality services - We have a commitment to provide professional, quality services which reflect the involvement of staff, volunteers, and service users. Consultation with service users is a key component of our work. We provide support and direction to staff with a focus to continual improvement of practices and services.

Self-help – Self-help plays a vital role in our work with women and children. Women are supported, as they share their experiences with other service users. They learn from each other as they rediscover their identity and their self-worth. As this discovery develops, self-confidence and self-esteem increase, and personal growth and empowerment move women forward. Women empower themselves to make choices with confidence.

Non-judgemental - We are committed to delivering anti-discriminatory services and providing strong recognition of equality and diversity.

Respect - We respect and value the experiences of service users, staff and volunteer members as well as the contribution of all stakeholders and partners.

Self-determination - We work from a non-directive approach. The choices made by women are supported by staff and volunteers. Women are supported and encouraged to develop a belief in themselves.

Women - We are a woman focused organisation and deliver our core work using a woman only staff and volunteer team. We believe it is vital to support women in crisis, both to create a safe environment and also to provide positive, strong role models. We recognise the need to provide positive male role models for children and young people, and to engage the support of men where their expertise will inform and enhance service delivery and planning.

Children and young people - We recognise the direct and indirect impact of domestic violence and abuse on children and young people and will continue to deliver services and develop programmes to meet their needs.

Human rights, equal opportunity, and diversity - We are committed to the principles of equal opportunities and to achieving diversity within its capacity as an employer and a provider of services. We will actively challenge discrimination both within our own organisation, where it is identified with partners and in the wider community. We recognise domestic violence and abuse as a contravention of the human rights of people within our society.

Public awareness and education - By raising public awareness around the complex issues arising from domestic violence and abuse, we seek to address the underlying causes through education, prevention and training work.

SERVICES MANAGER

JOB DESCRIPTION

Post:	Services Manager
Responsible to:	Chief Executive Officer
Responsible for:	<ul style="list-style-type: none">• Refuge• Floating Support• Volunteers / Student Placements
Location	Bangor Centre / Refuge

North Down & Ards Women's Aid provides refuge, support and advice to women and their children who have experienced or are still experiencing the effects of coercive control, physical, emotional, financial, or sexual abuse.

SUMMARY OF POST:

To ensure the effective and efficient management and delivery of North Down and Ards Women's Aid community-based and accommodation-based services to women and children experiencing domestic and sexual abuse in accordance with the values and ethos of North Down and Ards Women's Aid and the requirements of funders and regulators.

MAIN RESPONSIBILITIES:

1. Refuge & Floating Support Services

- Take personal responsibility to ensure delivery of a high standard of support for women, children and young people accessing temporary refuge accommodation and community-based services.
- To ensure that the refuge environment provides a positive environment for all those living there.
- To ensure that women, children and young people accessing services are involved in the decision-making, designing and development of services and setting quality standards.

- To ensure that 24-hour cover is maintained for the refuge and that out-of- hours incidents are dealt with appropriately as part of a Senior Management Team.
- To be available to provide support and guidance to staff/volunteers providing out-of-hours cover as part of a Senior Management Team.
- To participate in an on-call rota and provide on-call back up when required.

2. Staff Management

- To be a positive role model for the team, demonstrating a positive "can do" attitude, taking personal responsibility for evaluating alternative options or solutions.
- To provide and oversee regular supervision, support and motivation to project team leaders and staff.
- To provide and oversee full induction training and mentoring for all new project staff.
- To have overall responsibility amongst your team, for all aspects of staff management including but not limited to, performance management, supervision, absence management and disciplinary procedures.
- To promote continuous professional development for staff and volunteers, and ensure appropriate opportunities are available.
- To work with the project Senior Support Workers to ensure that staff rotas/ on call rotas are available and that adequate staffing levels are always maintained.
- To promote and demonstrate excellent communication amongst team members within the projects.
- To encourage innovation, idea sharing and forward thinking amongst all team members.
- To deputise for the CEO as and when required, which will include making appropriate decisions on behalf of the organisation.

3. Organisation

- Assist and support in the strategic planning and development of the organisation.

- Identify opportunities and challenges which may impact on the organisation.
- Assist and support driving forward organisational changes.
- To ensure that projects adhere to North Down and Ards Women's Aid's policies and procedures.
- To ensure that policies and procedures are regularly reviewed in consultation with staff, service users and stakeholders as appropriate and that changes to policies and procedures are implemented and evaluated.

4. Health and Safety

- To ensure that health and safety procedures are adhered to in the project sites.
- To ensure a safe and healthy environment for all service users, staff, volunteers, students and visitors.
- To ensure the maintenance and general upkeep of the physical standards of project locations and equipment, furniture, fixtures and fittings.
- To ensure the health and safety of Lone Workers.

5. Inter-agency Work

- To participate in inter-agency partnerships and forums and external agencies when requested to do so and work with other agencies at a strategic level to promote the needs and views of women, children and young people affected or at risk of domestic or sexual abuse.

6. Finance, Fundraising and Administration

- To assist the Finance Administrator in the development of the project budgets and ensure that your projects operate within agreed revenue and capital budgets.
- To ensure that North Down and Ards Women's Aid's financial controls and accountancy systems are adhered to within your projects.
- To ensure that all reporting, monitoring, evaluation, statistical and administrative requirements of your projects are met, using the organisations IT systems where appropriate.
- To proactively identify funding opportunities, and complete funding applications.

- To provide verbal and written reports as required to funders, senior managers, CEO and Board of Directors.
- To proactively encourage and participate in fundraising events and activities.

7. Public Relations and Promotional Work

- To ensure that good public relations are maintained between North Down and Ards Women's Aid and statutory, voluntary and community organisations and service users/potential service users.
- To contribute to and implement promotional work at a local level.
- To deliver presentations/training internally and externally.

8. Accountability and Support

- The Services Manager will be accountable to the CEO.
- To demonstrate excellent communication skills, through timely communication and provision of regular updates, Management Information and Progress Reports to the CEO.
- Taking ownership and responsibility for prompt prioritisation and proactive follow up on any urgent issues.
- To attend regular team meetings.
- To attend other meetings necessary to the smooth running of the projects and the organisation, and on occasions to attend meetings on behalf of the CEO in her absence.
- To prepare for and attend regular supervision.
- To be aware of the need for ongoing training and to attend relevant training in consultation with the CEO.
- To advise the CEO on the staffing and financial needs of the projects and any difficulties or areas of concern or other issues.

9. Confidentiality

- To respect the confidentiality of all information received as a result of your employment.

- To ensure that all staff, volunteers, adhere fully to NDAWA's Confidentiality policy and procedures.

10. Other

- To undertake any additional duties which may be specified by the CEO or the Board of Directors.

Terms:	Subject of continued funding by NIHE Supporting People
Hours:	37 hours per week. Please note this post also requires occasional evening, weekend and bank holiday work.
Salary:	£35,786.40 per annum
Holidays:	25 days per year and public holidays
Pension:	4% Employee contribution and 8% Employer contribution
Benefits:	Benenden Healthcare Insula Wellbeing Travelling expenses 45p per mile

Please note that this position is subject to a 6-month probationary period.

The job description is a general outline of the post as it is currently perceived by NDAWA. This job description is not intended to be restrictive or definitive and will be modified to meet the requirements of the evolving needs of the services we provide. The responsibilities of the post will change in line with continuous improvements as NDAWA aims to meet its vision, strategic planning and best response to the needs of clients accessing our services.

NORTH DOWN & ARDS WOMEN'S AID SERVICES MANAGER

PERSONAL SPECIFICATION

	REQUIREMENTS ESSENTIAL
Qualifications and experience	<ul style="list-style-type: none"> • GCSE (or equivalent) standard of education. • QCF Level 3 Health & Social Care or equivalent (NVQ Level 3 etc) or a recognised counselling qualification. • Minimum 3 years' paid experience in the past 5 years at Senior Management level of managing and mentoring front line/ direct support staff teams. • Experience of providing a support service to people at a point of crisis, including crisis intervention, assessment of risk, safety planning, multi-agency advocacy, support, and information. • Experience managing in a residential setting within the community/voluntary sector and/or experience managing community-based services. • Experience of working in a supportive role with families in a residential or community setting. • Experience of working with other agencies to safeguard children and vulnerable adults.
Skills and Abilities	<ul style="list-style-type: none"> • To be a positive role model for the team, demonstrating a positive "can do" attitude, taking personal responsibility for evaluating alternative options or solutions. • Ability to take ownership and responsibility for prompt prioritisation and proactive follow up on any urgent issues. • Ability to present written and verbal information clearly, accurately and to a standard appropriate for external presentation.

	<ul style="list-style-type: none"> • Ability to ensure business needs of the organisation are met. • Proficient in using cloud-based IT systems, including Windows 365, Microsoft Teams and Outlook. • Proficient in using Microsoft office e.g. Word, Excel, Power Point, Video Conferencing Software and Client Databases.
Knowledge	<ul style="list-style-type: none"> • Understanding the issues of domestic abuse as experienced by women, children and young people. • Understanding of legislation and policies relating to homelessness, housing, welfare benefits, health and safety, safeguarding and risk management. • Good knowledge of the services of Women's Aid and a commitment to the Mission, Vision Aims and Ethos of North Down & Ards Women's Aid.
Other	<ul style="list-style-type: none"> • To assist in the provision of the 24-hour refuge On-Call cover through our established rota systems. • Flexible and responsive to project needs including evening and weekend work. • The ability to meet the mobility requirements of the job. • A full driving licence and use of a car or ability to provide their own method of transportation. • Able to meet enhanced Access NI requirements. • Legally entitled to work in the UK.

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