

SWANSEA WOMEN'S AID APPLICATION PACK



Dear Applicant,

Thank you for your interest in employment with Swansea Women's Aid. You will find enclosed:

- Job Description and Person Specification
- Application form
- SWA vision, mission and values
- SWA philosophy
- Information sheet
- Project information
- Equal Opportunities Monitoring Form

Please ensure that you follow the guidelines when completing the application form. We operate an equal opportunities recruitment policy and use a pointing system for short-listing. If the application form is not completed as directed, this could mean that you will lose out on points.

Completed application forms should be marked Private and Confidential and can either be returned by post to Swansea Women's Aid, 28 Bond St, Swansea, SA1 3TU or by email to swa@swanseawa.org.uk.

Additional information regarding Swansea Women's Aid is available on www.swanseawomensaid.org and you may find it useful to refer to this site when making your application.

The closing date for applications is **9am on Monday 9th September 2024**. Please note that any applications received after this will not be considered. **Interviews will take place on Thursday 12th September 2024**.

Should you require any further information regarding this post, please ring 01792 644683 and ask to speak to SWAN Management.

We wish you every success in your application.

Yours sincerely,

Lynne Sanders
Chief Executive

SWANSEA WOMEN'S AID

JOB DESCRIPTION

Job Title: **SWAN Volunteer Coordinator**

Reports to: **Project Manager**

Direct Reports: **None**

Main Purposes of the Role

Responsible for ensuring that Swansea Women's Aid (SWA) has a sufficient number of skilled volunteers to deliver the project. To develop an empowering, supportive relationship with the volunteers that enables them to provide a high quality, women-centred service, gain new skills, knowledge and experience and maintain their wellbeing. To oversee all aspects of the administration of volunteering.

Core Responsibilities:

1. To manage the recruitment process of volunteers for projects in line with SWA's policies
2. To ensure SWA maintains appropriate records for all volunteers and volunteer activities
3. Liaise with partner agencies on outreach delivery
4. To be the first point of contact for volunteers and or for staff in the case of any concerns or complaints between staff and volunteers
5. To organise and facilitate regular supervision/appraisal/group feedback sessions with volunteers
6. To manage day to day communications with volunteers and prospective volunteers via phone/the volunteer inbox
7. To develop relationships with Volunteers and motivate, inspire and value them through initiatives such as volunteer newsletters, celebratory events and Volunteers Week
8. To manage SWA systems so that volunteer management can continue seamlessly in her absence.
9. Ensure that SWAN outreach processes are devised, implemented and maintained.

10. To liaise with SWAN support team, organising volunteer drivers to ensure that the outreach van is serviced and maintained
11. Research and collate information to support future project bids
12. To carry out any other ad hoc duties that reasonably fall within the remit of this role
13. Provide information, reports and statistics as requested by attending SWAN full team meetings on a regular basis to maintain open communication from both sides of the operation i.e. volunteer and support teams
14. Ensure daily administration of volunteering is on track and completed to a high standard
15. Ongoing duties as and when necessary to maintain level of training and expertise of self and volunteers and to ensure that own expertise and skills are adequate to enable appropriate expertise of volunteers

General

1. Demonstrate and promote the organisation's ethos of informed choice and its vision and values at all times.
2. Represent the organisation at external meetings, public events, conferences and similar ensuring that SWA's reputation is protected and enhanced.
3. Participate in team meetings, supervision and appropriate training
4. Work in accordance with SWA Policies and Procedures and standards and overall aims and objectives of SWA.
5. Contribute to the development and review of SWA policies and procedures.
6. Proactively implement SWA policies for anti-discriminatory practice and equality of opportunity, ensuring that services are available for and meet the needs of all e.g. minority and disabled women etc.
7. Any other reasonable duties as required by the Office Manager and SWAN Team Leader.

N.B

The above job description will be reviewed and may change as necessary with prior consultation.

The post holder should regard this job description with a degree of flexibility as the range of duties is not exhaustive and may also change to meet the needs of SWA or the project.

PERSON SPECIFICATION

Job Title: **SWAN Volunteer Coordinator**

Reports To: **Project Manager**

Direct Reports : **None**

Essential Characteristics

Education/knowledge

1. Qualified through experience of working with volunteers for a minimum of 2 years.
2. A clear understanding of boundaries within support work.
3. An understanding of the best practice in relation to the management of volunteers

Experience

1. Experience of organising and facilitating events.
2. Experience of working with women with differing social and emotional needs and from varied backgrounds.
3. Experience of presenting to groups.
4. Experience of designing and delivering appropriate training sessions
5. Experience of facilitating supervision and appraisal sessions

Skills and Abilities

1. Good communication skills, both written and verbal.
2. Good administrative skills-i.e. filing systems, record keeping, databases and petty cash systems.
3. IT literate including intermediate Word, Excel, & PowerPoint skills
4. Good organisational skills, i.e. ability to prioritise.
5. Ability to work as part of a team and on own initiative.
6. Able to present confidently to large groups
7. Able to plan and manage rotas
8. Ability to work under pressure
9. Ability to undertake risk assessment with regards to yourself, co-workers and volunteers

Personal Attributes

1. Active listening skills to gain rapport quickly with volunteers
2. A positive 'can do' attitude.
3. Confidence and assertiveness to deal with challenging situations.
4. A commitment to working in a non-judgmental person centered way which promotes respect and empowerment and embraces equality and diversity.
5. An awareness and commitment to the principle of self-help.

Desirable

1. Experience of working for an organisation that supports individuals with multiple disadvantage such as addiction, domestic violence, homelessness, poor mental / physical health and or street sex work.
2. Understanding of employment law
3. Car owner with a full valid driving license.
4. Ability to speak welsh or other language.

PRIVATE AND CONFIDENTIAL
**SWANSEA WOMEN'S AID
APPLICATION FORM**

POST: SWAN VOLUNTEER COORDINATOR

PERSONAL DETAILS

Name:

Address:.....

.....

.....Post code:

Tel No: (Day)..... (Eve).....

E Mail address:.....

Please note if your daytime tel. no is your present employment: If we need to ring you in relation to this post, we will not disclose this.

Please give the name of two referees, one of whom must be your recent/previous employer. Please note that references will only be taken up when an offer of employment is made

Name..... Name.....

Position..... Position.....

Address..... Address.....

.....

.....

Postcode..... Postcode.....

Email: Email:

Successful appointment is subject to satisfactory references and an enhanced Disclosure and Barring Service Check (DBS)

Under the Equality Act 2010 pursuant to Schedule 9, Part 1, this is a women only post

Question 1

EMPLOYMENT HISTORY

As an organisation, SWA attaches equal value to experience gained through both paid and voluntary employment.

DATES FROM TO	EMPLOYER'S NAME & ADDRESS	POSITION HELD & DUTIES	SALARY & REASON FOR LEAVING

Question 2

SWA is interested in any formal or informal qualifications that you may have, particularly those relevant to this post. Please also include details of any relevant training undertaken.

QUALIFICATIONS

DATES FROM	TO	SCHOOL, COLLEGE, UNIVERSITY ETC	QUALIFICATION &/OR COURSE NAME

TRAINING COURSES/SEMINARS ATTENDED

DATE ATTENDED	ORGANISING BODY	DETAILS OF COURSE/SEMINAR including any certification awarded

Question 3

With reference to the Person Specification for the post, please explain and provide examples of how you meet **the essential and desirable criteria**. Please attach a continuation sheet if needed.

Question 4

Please give brief details of your personal interests and hobbies, particularly where they illustrate the use of skills and personal qualities relevant to the post.

Question 5

COMPUTER LITERACY

Do you have any experience of using word processors/computers?

YES / NO

If YES, please give details of software packages used:

Question 6

Please tell us of any dates when you would not be available for interview:

.....

DECLARATION

I certify that all the information provided in this application form is true, accurate and complete to the best of my knowledge and that I have the right to work in the United Kingdom. I understand that should this not be the case, then it may put any offer of employment made by SWA in jeopardy, or result in dismissal.

SIGNED:

DATED:

ON COMPLETION, PLEASE RETURN THIS APPLICATION FORM, MARKED PRIVATE AND CONFIDENTIAL TO:

HR & Admin worker,
Swansea Women's Aid.
28 Bond St,
Swansea,
SA1 3TU.

OR

By email to swa@swanseawa.org.uk

Applications must reach us by the closing date for this post: **9am on Monday 9th September 2024**

Data Protection/GDPR

You will either have sent your personal data directly to us or to a third party agency. However, your application is sent, it will be received by an authorised Administrator. Who will separate the application form from the Equal Opportunity form, log that your application has been received and pass your application form to the Recruitment Officer. The Administrator plays no role in the selection process but will be given your contact details to advise you of the progress of your application, as advised by the Recruitment Officer.

All information held about you is treated as confidential, protected by passwords /locked files, as appropriate and access strictly restricted to nominated persons and will be deleted, as soon as possible and within 6 months of completion of the recruitment process.

The Administrator collates and anonymises the equal opportunities monitoring data to provide general statistics relating to SWA's equal opportunities performance, which may be reviewed by the Senior Team, Board and or funders it will not be used for any other purpose.

The data on your application form will only be viewed by the Recruitment Officers and used for selection purposes only. It will not be passed on to any other person/third party or used for any other person.

Only successful candidate's application will be retained and it will be retained for the duration of employment to be destroyed 6 months after the individual has left the Organization.

We take our responsibility to protect your personal data seriously and if you have any queries or concerns or wish to amend any of the information provided you can raise these to the appropriate person. Please see www.swanseawomensaid.com for SWA's Privacy Policy.

Please indicate below where you saw the job advertisement for this post:

.....
E.g. Job Centre, Charity Job Finder, Recruit 3, SWA website etc.

Filling in the form guidelines

If you have a communication difficulty such as dyslexia, please make us aware of this.

Pointing system

In order to reach the shortlist, an applicant must meet ALL of the essential criteria in the Person Specification. Each essential criterion carries points of 0 to 3. Each desirable criterion carries points of 0 to 1. If an applicant points zero on any of the essential criteria, they will not be considered for the shortlist, even if the applicant pointed highly elsewhere. Applicants who are short-listed generally point between 2 & 3 on each essential criterion. Applicants do not need to score on the desirable criteria to be short-listed.

To score between 2 & 3, an applicant must outline their experience / ability and then *demonstrate*.

For example, a question in the application form asks about applicant's organisational skills. An applicant may state that in all their jobs they have been required to have good organisational skills (*Outlining experience*). Demonstrate this by telling us how you developed them, for example, *'through work where I was required to...'* or, *'through training / voluntary work / education, it was essential to...'*

It is essential when answering Question 3 that you ensure you address each of the stipulated essential criterion. The easiest way to ensure this is to use the headings and numberings as follows:

For example

1. Experience of working with women (and children) with differing social and emotional needs.
Answer

2. An awareness and an understanding of the differing experiences of different cultural and social backgrounds.
Answer

3. An understanding/experience of the causes and the long term effects of domestic abuse.
Answer

This advice may seem a bit basic but it is surprising how often applicants can focus on certain essential criteria and fall short on others. We want all applicants to have the best possible opportunity to highlight the required experience and skills to work effectively within this post.

SWANSEA WOMEN'S AID

Vision

A world where women and children are free from abuse

Mission statement

Supporting and empowering women and children to live free from domestic violence and abuse in all its forms.

Values

- Excellence – in all we do and how we do it
- Equality –non-discriminatory and non-judgmental
- Diversity – everyone welcomed and valued
- Women and children at the heart of all we do – being supported, informing and directing services
- Innovation – in service delivery and planning
- Integrity - honesty, reliability, trustworthiness
- Empowerment – encouraging women and children to reach their full potential
- Confidential – respecting privacy and lawful
- Collaborative – working with others to change things for the better

SWANSEA WOMEN'S AID - PHILOSOPHY

Women only

Swansea Women's Aid is part of the wider Women's Aid movement, run by women for women. We believe that in order to develop confidence and self-esteem, women need 'space' to identify their strength and weaknesses away from male influence. Sexism serves not only to systematically undermine and abuse women but also to divide women and alienate them from each other. We feel that the 'space' that Women's Aid provides for women allows them to define themselves according to their own needs and not according to the attitudes of society.

Admissions

Refuge and Safe House space is there for all women who are experiencing domestic

violence and are afraid to live in their own homes. We do not discriminate against any woman on grounds of race, religion, sexual orientation or disability. If our Refuge or Safe Houses in Swansea are full, we will contact other groups throughout Wales until Refuge space is found.

Self Help

It is essential to our work to provide a place of safety where women can determine their own future. Women staying in the Refuge are responsible for the day to day running of the house. We believe that it is crucial that women are given the space to rebuild their confidence so that they can resume responsibility for their lives in an atmosphere of mutual respect and co-operation. Women's Aid supports women in this development at whatever stage individual women are at any time.

SWANSEA WOMEN'S AID INFORMATION SHEET

JOB TITLE: SWAN VOLUNTEER COORDINATOR

HOURS OF WORK: 25 hours PER WEEK. Hours are agreed and need to be worked flexibly. Any overtime will be compensated for by time in lieu.

SALARY: 15,940.20 per annum

CONTRACT LENGTH: This post is permanent subject to funding.

HOLIDAY ENTITLEMENT: 25 days per year, plus 9 bank holidays **pro rata**.

PROBATIONARY PERIOD: Six months

PENSION: Swansea Women's Aid contributes 6% of the basic annual salary into the Swansea Women's Aid qualifying workplace pension scheme.

OTHER:

All workers are required to undergo an enhanced DBS check.

The post holder will work as part of the SWAN Project team and will report to the SWAN Team Leader.

Swansea Women's Aid is a women-only organisation with both paid and unpaid workers and is affiliated to Welsh Women's Aid.

Swansea Women's Aid is an equal opportunities employer and welcomes applications from all sectors of the community.



SWAN PROJECT

This project provides a holistic women centered service that is responsive to the needs of women who are exploited by the sex industry, particularly to those street sex working in Swansea but also taking into account emerging online sectors and migrant workers.

The work focuses on:

- Providing a dedicated crisis response for women exploited by the sex industry (WESI)
- Providing outreach and support to engage with WESIs at high risk
- Supporting by assessing needs, triaging and referring/accompanying to relevant support services
- Advocating and supporting to assist with maintained engagement
- Monitoring and recording online work, engaging with specialist agencies to develop appropriate support responses
- Promoting and strengthening the local multi-agency support infrastructure and its response to WESI support and engagement
- Co-working initiatives with the police

Who?

3.5 full-time staff act as trusted links between police, local support agencies and WESIs. Additionally, the Volunteer Coordinator and an Admin worker provide the support to enable a 4 night per week outreach programme.

Other SWA staff will provide additional emotional and practical support, including from our Domestic Abuse Information, Support & Empowerment (DAISE) project and (where relevant) 2 refuges and 3 safe houses.

Where?

Staff are based at the SWA office in central Swansea and hybrid working is an option.

SWA

Equal Opportunities Monitoring Form

In accordance with our equal opportunities policy, SWA will provide equality of opportunity to all employees and job applicants and will not discriminate either directly or indirectly on the grounds of race, sex, gender identity, marital status, disability, sexual orientation, pregnancy or maternity, religion/belief or age.

Your assistance is requested to allow us to monitor the effectiveness of our Equal Opportunities Policy by completing and returning this form. Please note that the monitoring form does not form part of your role, stored in a confidential file and will not be available to the wider management team.

On receipt, the HR & Admin worker will compile anonymous statistics. Personal information will not be shared and all forms will be destroyed after 3 months. The information you provide will not be used for any other purpose than to monitor the effectiveness of the equal opportunities policy, anonymous monitoring statistics may only be reviewed by the Board and or our funders.

Personal Details:

Please tick the boxes that are relevant to you and complete all sections

1. Age	Under16 <input type="checkbox"/>	16-24 <input type="checkbox"/>	25-34 <input type="checkbox"/>	35-44 <input type="checkbox"/>	45-54 <input type="checkbox"/>
	55-64 <input type="checkbox"/>	65+ <input type="checkbox"/>			
Prefer not to state Age	<input type="checkbox"/>				
2. Sex	Male <input type="checkbox"/>		Female <input type="checkbox"/>		
Prefer not to state	<input type="checkbox"/>				
Gender Identity (options)	If you identify as transsexual, transgender (in that you have effected a permanent change of gender identity) or as intersex which group do you identify with?				
	Transsexual <input type="checkbox"/>		Transgender <input type="checkbox"/>		Intersex <input type="checkbox"/>
3. Marritial / Relationship status	Single <input type="checkbox"/>		Co habiting <input type="checkbox"/>		Engaged <input type="checkbox"/>
	Married/civil partnership <input type="checkbox"/>		Same sex civil partnership <input type="checkbox"/>		Separated <input type="checkbox"/>
	Divorced <input type="checkbox"/>		Widowed <input type="checkbox"/>		Prefer not to say <input type="checkbox"/>

4.Pregnancy and Maternity

I am pregnant/adopting a child	Yes <input type="checkbox"/>	No <input type="checkbox"/>	Prefer not to say <input type="checkbox"/>
I have had a child in the past 12 months	Yes <input type="checkbox"/>	No <input type="checkbox"/>	Prefer not to say <input type="checkbox"/>

5.Sexual Orientation: Please tick against one of the following

Bisexual	<input type="checkbox"/>		
Gay Woman / Lesbian	<input type="checkbox"/>	Heterosexual / Straight	<input type="checkbox"/>
Other	<input type="checkbox"/>	Prefer not to say	<input type="checkbox"/>

6.Religion or belief: Please tick against one of the following

No religion	<input type="checkbox"/>	Buddhist	<input type="checkbox"/>	Christian	<input type="checkbox"/>
Hindu	<input type="checkbox"/>	Jewish	<input type="checkbox"/>	Muslim	<input type="checkbox"/>
Sikh	<input type="checkbox"/>	Prefer not to say	<input type="checkbox"/>		
Other	<input type="checkbox"/>	Please state:			

7.Ethnic origin: Please tick against one of the following

Asian/ Asian British;	Bangladeshi	<input type="checkbox"/>
	Chinese	<input type="checkbox"/>
	Indian	<input type="checkbox"/>
	Pakistani	<input type="checkbox"/>
	Other Asian	<input type="checkbox"/>
Black/African/Caribbean/ Black British;	African	<input type="checkbox"/>
	Caribbean	<input type="checkbox"/>
	Other Black	<input type="checkbox"/>
Mixed/ Multiple Ethnic Groups;	White & Asian	<input type="checkbox"/>
	White & Black African	<input type="checkbox"/>
	White & Black Caribbean	<input type="checkbox"/>
	Other Mixed	<input type="checkbox"/>
Other Ethnic Group;	Arab	<input type="checkbox"/>
	Any Other Ethnic Group	<input type="checkbox"/>

White;	English/ Welsh /Scottish/Northern Irish/British	<input type="checkbox"/>
	Gypsy or Irish Traveller	<input type="checkbox"/>
	Irish	<input type="checkbox"/>
	Other White	<input type="checkbox"/>
	Prefer not to say	<input type="checkbox"/>

8.Disability: Please tick against one of the following

Disability definition under the Equality Act 2010

In the Act, a person has a disability if:

- they have a physical or mental impairment
- the impairment has a substantial and long-term adverse effect on their ability to perform normal day-to-day activities
- For the purposes of the Act, these words have the following meanings:
- 'substantial' means more than minor or trivial
- 'long-term' means that the effect of the impairment has lasted or is likely to last for at least twelve months (there are special rules covering recurring or fluctuating conditions)
- 'normal day-to-day activities' include everyday things like eating, washing, walking and going shopping

People who have had a disability in the past that meets this definition are also protected by the Act.

Progressive conditions considered to be a disability

There are additional provisions relating to people with progressive conditions. People with HIV, cancer or multiple sclerosis are protected by the Act from the point of diagnosis. People with some visual impairment are automatically deemed to be disabled.

Conditions that are specifically excluded

Some conditions are specifically excluded from being covered by the disability definition, such as a tendency to set fires or addictions to non-prescribed substances.

	<p>Do you consider yourself to have a disability according to the terms above?</p> <p>Yes <input type="checkbox"/> No <input type="checkbox"/> Prefer not to say <input type="checkbox"/></p>
	<p><i>If you have answered yes, please indicate the type of impairment which applies to you. If your experience more than one type of impairment, please tick all the types that apply. If your disability does not fit any of these types, please circle Other and specify.</i></p>
	<p>Physical/mobility impairment, such as a difficulty using your arms or mobility</p>

	issues which require you to use a wheelchair or crutches
	Visual impairment, such as being blind or having a serious visual impairment
	Hearing impairment, such as being deaf or having a serious hearing impairment
	Mental health condition, such as depression or schizophrenia
	Learning disability/difficulty, such as Down's syndrome or dyslexia or a cognitive impairment such as autistic spectrum disorder
	Long-standing illness or health condition, such as cancer, HIV, diabetes, chronic heart disease or epilepsy
	Other (Please specify below)

This information is provided for monitoring purposes only – if you need reasonable adjustments you should arrange these separately as this form will not be seen by Team Leaders.

9.Languages

What Is your first language?

English Welsh Other please state:

Do you speak any other languages?

No

Yes please state:

Thank you for taking the time to complete the information requested on this form, and thereby enabling us to monitor the effectiveness of our equal opportunities policy.