



## Role Profile: Outreach Co-ordinator

<b>Organisation Name</b>	Refuge4Pets
<b>Organisation Overview</b>	We offer victims-survivors of domestic violence and abuse an animal fostering service to remove a significant barrier which prevents many victims-survivors from leaving. We empower victims-survivors to access the vital safety and support they need before being reunited with their much-loved animals. We believe that animals are an important part of victims-survivors' coping strategies and that the reciprocal bond between victim-survivors and animals aids recovery from trauma. We also work to reduce loneliness and isolation and improve the wellbeing of volunteers and victim-survivors in the community.
<b>Role Title</b>	Outreach Co-ordinator
<b>Location of position</b>	Office Base – Liskeard  This position requires regular travel across Devon and Cornwall and national travel as necessary.
<b>Responsible to</b>	The Service Manager
<b>Salary and hours</b>	The salary is within the pay scale of £23,000 - £26,000 depending on skills, knowledge and experience.  This is a full-time post (37 hours per week) on a fixed term contract for 12 months subject to further funding. Hours will be worked to meet the needs of the charity including evenings and weekends.
<b>Purpose/summary of role</b>	This is a new role and an exciting opportunity to extend our service offering based on the needs of victim-survivors of domestic violence and abuse and our strategic priorities. The outreach coordinator will develop, coordinate and deliver outreach projects in the community.

	<p>Over the next twelve months we are piloting a resettlement project which will support existing Refuge4Pets service users to settle in new communities having fled domestic violence and abuse.</p> <p>The purpose of this project is to:</p> <ul style="list-style-type: none"> <li>- Promote the safety of victim-survivors who have fled domestic violence and abuse</li> <li>- Provide practical support and advocacy support to victim-survivors to support individuals to settle in communities</li> <li>- To work with victim-survivors to reduce loneliness and isolation and build positive networks in the community</li> <li>- To help increase victim-survivors' mental health and wellbeing</li> </ul> <p>The post holder will coordinate all aspect of this pilot.</p> <p>This role is subject to an enhanced Disclosure and Barring Service Check (DBS).</p>
<p><b>Description of tasks</b></p>	<ul style="list-style-type: none"> <li>❖ To develop, coordinate and deliver programmes of 1-2-1 and groupwork support to victim-survivors of domestic violence and abuse in the community.</li> <li>❖ To recruit, train, develop and supervise volunteers who will assist in the delivering of outreach projects.</li> <li>❖ To build good professional relationships across services and communities to situate the organisation as a key service in the Coordinated Community Response to tackling domestic violence and abuse.</li> <li>❖ To plan and deliver community events.</li> <li>❖ To work directly with service users including, conducting initial assessments, developing support plans, providing support and completing service evaluations.</li> <li>❖ To facilitate recovery groupwork programmes for victim-survivors of domestic violence and abuse</li> <li>❖ To help shape and deliver our education and training offering</li> <li>❖ To conduct ongoing service evaluations and ensure quality standards are achieved.</li> <li>❖ To ensure adherence to policies and procedures, including safeguarding, equal</li> </ul>

	<p>opportunities, confidentiality, health and safety and lone working.</p> <ul style="list-style-type: none"> <li>❖ To work within our safe recruitment policy to ensure DBS checks and references are in place for all volunteers.</li> <li>❖ To contribute to the production of quarterly newsletters for all stakeholders and other key communications.</li> <li>❖ To undertake appropriate training when required.</li> <li>❖ To attend team meetings, internal and external supervision.</li> <li>❖ Complete any other tasks as required in line with the needs of the charity, service users and wider team.</li> </ul>
<b>Training and Support</b>	<p>You will be required to attend a full induction as well as ongoing training and personal development.</p> <p>You will be required to attend regular team meetings and both internal and external supervision.</p>
<b>Reimbursement of expenses</b>	<p>Reasonable out of pocket expenses will be reimbursed:</p> <ul style="list-style-type: none"> <li>❖ Mileage costs 40p per mile (when using own vehicle)</li> <li>❖ Public transport</li> <li>❖ Parking and bridge tolls</li> </ul> <p>Own transport with appropriate business insurance is required.</p>
<b>Application Procedure</b>	<ul style="list-style-type: none"> <li>❖ Application</li> <li>❖ Interview</li> </ul>
<b>Contact Information</b>	Mary Wakeham, 07497382457

## Person Specification

<p><b>Knowledge - You will have:</b></p>	<p><u>Essential</u></p> <ul style="list-style-type: none"> <li>❖ A comprehensive understanding of the dynamics of domestic violence and abuse including the impact on victim-survivors.</li> <li>❖ An understanding and commitment to partnership working.</li> <li>❖ A sound understanding of safeguarding.</li> <li>❖ An understanding and commitment to equal opportunities.</li> <li>❖ An established professional network and good knowledge of services working with victim-survivors.</li> </ul> <p><u>Desirable</u></p> <ul style="list-style-type: none"> <li>❖ Knowledge of rights and issues that may impact service users. For example, housing, universal credit, family courts, access to education and so on.</li> </ul>
<p><b>Experience - You will have:</b></p>	<p><u>Essential</u></p> <ul style="list-style-type: none"> <li>❖ Experience of working within the field of domestic violence and abuse.</li> <li>❖ Experience of recruiting, training, developing and supervising volunteers.</li> <li>❖ Experience of training professionals.</li> <li>❖ Experience of planning, developing and evaluating projects.</li> <li>❖ Experience of assessing risk and safety planning.</li> <li>❖ Experience of case work.</li> <li>❖ Experience of safeguarding children, young people and vulnerable adults.</li> <li>❖ Experience of stakeholder engagement and promoting services.</li> <li>❖ Experience of working within a multiagency setting.</li> </ul> <p><u>Desirable</u></p> <ul style="list-style-type: none"> <li>❖ Experience of event management and fundraising.</li> <li>❖ Experience of producing high quality internal and external communications.</li> <li>❖ Experience of working in the charitable sector.</li> <li>❖ Experience in completing DASH Risk Assessments with victim-survivors of domestic violence and abuse.</li> </ul>

<p><b>Skills / Qualifications / Professional Membership - You will have:</b></p>	<p><u>Essential</u></p> <ul style="list-style-type: none"> <li>❖ Excellent communication skills (written and verbal).</li> <li>❖ Highly organised with good problem-solving skills and the ability to prioritise effectively.</li> <li>❖ Ability to work under own initiative and as part of a team.</li> <li>❖ The ability to network and work as part of multi-agency teams.</li> <li>❖ Training and supervision skills.</li> <li>❖ Good Information Technology skills including the use of social media.</li> <li>❖ Restless curiosity and sound professional judgement.</li> </ul> <p><u>Desirable</u></p> <ul style="list-style-type: none"> <li>❖ A national Independent Domestic Violence Advocate (IDVA) accreditation.</li> <li>❖ Trained Recovery Toolkit facilitator.</li> </ul>
<p><b>Personal Qualities - You will have:</b></p>	<p><u>Essential</u></p> <ul style="list-style-type: none"> <li>❖ A commitment to our core values which are empathy, equality, empowerment, effectiveness and integrity.</li> <li>❖ Show initiative and be proactive when managing your work-load.</li> <li>❖ Work flexibly as part of a team.</li> <li>❖ Be trustworthy, conscientious and reliable.</li> </ul>