

# Crossroads Women

25 Wolsey Mews, London NW5 2DX

Tel: 020 7482 2496 Email: [contact@crossroadswomen.net](mailto:contact@crossroadswomen.net)

Website: [www.crossroadswomen.net](http://www.crossroadswomen.net)

## Part-time Self-Help Co-ordinator

Dear Applicant,

Thank you for your enquiry regarding the above post. Enclosed/below you will find the following:

1. Job description and person specification;
2. Application form;
3. Monitoring form – this is optional but it would be very helpful if you can fill it in and return with your application'
4. Crossroads Women Equal Opportunities Policy;
5. For more information please see [www.crossroadswomen.net](http://www.crossroadswomen.net).

Please note that in order to be shortlisted for this post, you must demonstrate that you meet the essential requirements of the person specification. For example, it is not sufficient to say "I am committed to equal opportunities"; you should explain what it means to you in the context of the job, ways in which you have implemented it in a previous job and how it might be implemented in this one. We are looking for an experienced person in this field, so please spell out what your experience is.

Please return your completed application to [contact@crossroadswomen.net](mailto:contact@crossroadswomen.net) noting Job Application in the subject line or post it to the address above marking Job Application on the envelope.

The closing date for applications is **5pm on Friday 10 March 2017**. We plan to interview shortlisted candidates on **Friday 17 March 2017**. We will let shortlisted candidates know by email by end Wednesday 15 March. If you have not heard from us by then, we are sorry but it means you have not been shortlisted.

If you have any queries about the job or the form please contact us.

We look forward to receiving your application.

Yours sincerely,



Solveig Francis

## **CROSSROADS WOMEN – Self-Help Co-ordinator**

### **JOB DESCRIPTION**

**Post: Part-time Self-Help Co-ordinator**

**Project name:** Crossroads Women's Centre for All

### **JOB SUMMARY**

The Self-Help Co-ordinator will work closely with and assist the Project's Volunteer and Peer Support Co-ordinator to facilitate self-help activities and training, as well as run a resource library and assist with the recruitment, induction and training of volunteers.

The Self-Help Co-ordinator will be based at the Crossroads Women's Centre, 25 Wolsey Mews, Kentish Town, London NW5 2DX, a multi-racial community and educational resource, fully accessible to disabled people, which advances race and community relations from women's point of view, facilitates peer support, training and volunteering opportunities for low-income women and their families, and provides a base for their self-help and community activities. Project beneficiaries include single mothers, women of colour, immigrant and refugee women, lgbtq women, pensioners, young women including schoolgirls, students and unemployed, women with mental health issues and other disabilities, waged and unwaged.

### **JOB CONTENT**

*Main duties and responsibilities.*

- Help co-ordinate peer support by putting beneficiaries in touch with others who are or have been in similar difficulties to share experiences and practical support, and facilitating a 'buddying up' system, whereby volunteers with greater experience of an issue can mentor newcomers. This includes training volunteers in how to listen to other women's concerns, suggest options and find solutions.
- Support self-help groups formed and led by Project beneficiaries around issues they are facing, and encourage the growth of new ones. This includes helping them to access resources needed to resolve their problems, encouraging them to be more independent, confident, articulate, skilled in their issue and able to do outreach among their existing and potential constituencies, and organise events.
- Where necessary to facilitate women's involvement and capacity building, arrange training (e.g. in letter/report writing, computer, research), translation and childcare.
- Work with beneficiaries who volunteer to develop online and in-house self-help tools including user-friendly self help guides, model letters, help sheets, etc which beneficiaries can access independently or with others.
- Work with beneficiaries who volunteer to compile a resource map of London's survival resources (food banks, soup kitchens, hostels, children and youth activities, outlets for cheap clothing and household goods, etc).

The post holder will also assist the Project Co-ordinator in monitoring and record-keeping with reference to the indicators set to evaluate the progress and outcomes of the project:

- Obtain feedback on self-help and community activities from users and volunteers.
- Take minutes and monitor implementation of decisions as required.
- Participate in reviews with Trustees and other relevant people.

- Contribute to preparing reports for the Trustees, for grant applications and others as may be required.

**Child protection:**

- To have due regard for safeguarding and promoting the welfare of children, young people and other vulnerable persons who may be coming to the Centre, and to follow the agreed protection procedures.

**Reports to:**

- Peer Support and Volunteer Co-ordinator
- Appointed supervisor from the Board of Trustees
- Quarterly Trustees meetings
- Centre Collective approximately every three months.

**Supervises:** self-help groups.

**Contacts:**

- At the Centre: Project volunteers, groups and their staff and volunteers, sessional workers, service users;
- Outside Centre: other voluntary organisations, community groups and statutory agencies.

**Key Organisational Objectives:**

The post holder will contribute to the Crossroads Women's Centre's running and development by:

- Being committed to the achievement of Crossroads Women's aims and objectives.
- Contributing to the maintenance of a caring and stimulating environment.
- Operating at all times within our Equal Opportunities framework and self-help principles.
- Enactment of Health and Safety requirements and initiatives as appropriate.
- Contributing to the implementation of Crossroads Women's Environmental Policy.

**Conditions of Service:**

**Salary:** £16,203 per annum including London Weighting

**Hours:** 21 hours a week (days/times to be agreed).

**Start date:** as soon as the successful candidate is available.

**Contract:** fixed term contract (five years - may be extended).

**Special Conditions of Service:**

The post holder may be required to work outside of normal hours, with due notice.

**CROSSROADS WOMEN: PART-TIME SELF HELP CO-ORDINATOR  
PERSON SPECIFICATION**

<b>ATTRIBUTES</b>	<b>ESSENTIAL</b>	<b>DESIRABLE</b>
<b>Experience</b>	<p>Minimum of three years' experience working with disadvantaged women from diverse economic and cultural backgrounds including single parents, asylum seekers &amp; refugees, survivors of sexual violence, LBQT women, older women, women with disabilities, jobseekers and other low-income women.</p> <p>Experience of facilitating discussion groups.</p> <p>Experience compiling and preparing accessible information.</p> <p>Experience of delegating tasks, managing schedules and meeting deadlines.</p> <p>Experience of working as part of a team in a voluntary organisation environment.</p>	<p>Experience of recruiting volunteers.</p> <p>Experience of supporting women through crises.</p> <p>Involvement in equal opportunities/anti-discrimination/anti-racist initiatives.</p> <p>Personal experience of volunteering.</p> <p>Experience of training others.</p> <p>Research skills.</p>
<b>Knowledge</b>	<p>Be familiar with the problems women face in shouldering multiple responsibilities for families and communities.</p> <p>Understanding of the particular difficulties faced by Black women/other women of colour, and awareness of how this is compounded by prejudice not only on grounds of race but sex, ethnic origin, disability, social status, etc.</p> <p>General knowledge of resources available to disadvantaged women, and where to refer them for help in relation to benefits, housing, violence, etc.</p> <p>A sound knowledge of MS Office applications, especially Word, Outlook and Excel.</p>	<p>General knowledge of the voluntary sector and women's movement.</p> <p>Up to date knowledge of welfare benefits, individual funding sources.</p> <p>Social media skills</p> <p>Knowledge and experience of data collection and monitoring systems, e.g. PQASSO, and desktop publishing.</p>
<b>Skills &amp; Ability</b>	<p>Organisational and interpersonal skills.</p> <p>Ability to get on well with people from a diverse range of cultural, economic and social backgrounds.</p> <p>Ability to foster mutually supportive working relationships between women from different disadvantaged backgrounds, who may be</p>	<p>Public presentation skills.</p>

	<p>coming together for the first time.</p> <p>Ability to empathise with those from different situations to oneself.</p> <p>Understanding of confidentiality in relation to vulnerable groups.</p> <p>Ability to communicate effectively both verbally and in writing; good administrative and report-writing skills.</p> <p>Calm and resourceful in difficult situations.</p>	
<b>Personal Qualities</b>	<p>Highest standards of integrity</p> <p>Uncompromising commitment to anti-discrimination in all its forms.</p> <p>Commitment to improving lives beginning with those on low incomes.</p> <p>Demonstrable enthusiasm for the purpose of the charity and its values.</p>	

## Crossroads Women Equal Opportunities Statement

An obligation to equal opportunities and anti-racism is built into the constitution of Crossroads Women. Our brief is to:

*“... advance the education of the public by study and research into race and community relations (with particular reference to women) and by the publication of the results of such research for the benefit of the public;*

*“ maintain and run a centre for use by women (without distinction as to political, religious or other opinions) and women’s groups at which meetings, lectures and classes and other forms of recreation and leisure-time occupation may take place ...”*

Crossroads Women recognises that throughout society groups and individuals face discriminatory treatment both directly and indirectly on the basis of gender, race, national or ethnic origin, class, accent, occupation, social status, age, disability, sexual preference, religion, immigration status, criminal convictions, being unwaged or low-waged, appearance, transgender status, having children, being single or childless, and in other ways.

Crossroads Women aims to protect women, children and men against such discrimination in everything we do including in our running of the Women’s Centre, provision of educational services, management, employment and recruitment practices, supervision of and the rights and responsibilities of volunteers, training, dealings with statutory and voluntary agencies, publicity materials, and access to written and audio-visual information.

**To this end, Crossroads Women works to ensure the following:**

- 1) All procedures in advertising, interviewing and recruiting employees and volunteer workers shall ensure that equal opportunities are followed.
- 2) Every effort shall be made to ensure that our premises and other facilities are fully accessible to wheelchair users and other people with disabilities.
- 3) We will always consider the need for translation, sign language interpreting, larger fonts, and other measures to make sure information in different media are accessible to those who need it.
- 4) Trustees and users of Crossroads Women's facilities beginning with our Women's Centre shall not in any way discriminate against any person or group of people on whatever grounds. Trustees and users shall be excluded from Crossroads Women and its premises in cases where infringement of this policy is persistent.
- 5) Employees and volunteers shall not in any way discriminate against any person or group of people. Employees and volunteers are subject to dismissal in cases where infringement of this policy is persistent.
- 6) The Board of Trustees shall regularly assess how well this equal opportunities policy is being implemented by evaluating the take-up of services, the involvement of women from different sectors, and the accessibility of its work to all sections of the community.

Agreed by the Board of Trustees on 12 May 2010