



Women's Community Matters

Job description

Staff Support (WCM 016)

Job title: Staff Support

Responsible to: Development & Delivery Manager/Centre Co-ordinator

Base: Women's Community Matters, Nan Tait Centre, Barrow

Start Date: 19th March 2018

Salary: £8.50 per hour

Hours: 16 hours per week

Contract: Permanent position subject to successfully passing a Probationary Review at the end of a 3 month period

Please note that this post is open to women only under the Equality Act 2010, Schedule 9, Part 1.

General Description

We are looking to recruit an enthusiastic, compassionate and kind individual into the service to support the range of opportunities available to women at our Centre. The post will involve taking responsibility for a number of administrative duties including maintaining course waiting lists; organising bookings; sending appointment letters/making phone calls; and preparing, collating and recording all monitoring. The successful applicant will work closely with other members of staff, volunteers, students and other organisations as appropriate. Women accessing support from our service may have experienced struggles with mental wellbeing, substance misuse, involvement with the criminal justice system, other risk taking behaviour and domestic/sexual violence/abuse.

Primary Objectives

- To support the delivery of support for vulnerable women and their families and the smooth running of the Centre as directed by the Development and Delivery Managers and Centre Co-ordinator
- To work within the context of the Women's Community Matters philosophy and strategic and business planning, as determined by the Senior Officer and Board of Trustees.

Primary Duties

- To communicate appointment and course reminders to women seeking support from our service.
- To have day to day responsibility for the preparation of weekly/monthly monitoring, to collate all these figures and input them on the appropriate system.
- To support the work of Project Workers by maintaining course waiting lists, taking bookings and supporting women to attend for the first time.
- To support the development of improved monitoring, paper filing and IT recording systems.
- To maintain filing systems as directed.
- To work in a clear, organised and methodically way which supports the work of other staff.
- To support identified volunteers in their role.

- To develop your own knowledge, experience and skills in relation to the specific areas you are involved in supporting.
- To discuss all aspects of your specific activity with other relevant members of staff as appropriate and when required.
- To work with other identified staff as appropriate.
- To work with volunteers and students on your specific areas of work as directed.
- To ensure you use appropriate systems, procedures and record keeping in all aspects of your work.
- To assist other staff with the activities of the Centre.
- To support effective communications between women using the Centre, volunteers and other service providers within the Centre.
- To promote the involvement, voice and feedback of the women using the Centre.
- To promote equality and diversity across all aspects of Women's Community Matters and the Centre.
- To contribute to all Health and Safety related matters and ensure compliance with all relevant Health and Safety policies and procedures. Remembering that Health and Safety is the responsibility of everyone in the organisation.
- To promote Women's Community Matters as a valuable resource for women with complex needs.
- To support working with with a broad range of voluntary and statutory agencies and key partners in promoting the Centre, alongside other identified staff.
- To attend, supervision, staff meetings and training and development events as and when appropriate, in liaison with the Development and Delivery Managers, Centre Co-ordinator and other staff.

To apply for this post please send your completed application form to:

Rebecca Rawlings, Senior Officer
 Women's Community Matters
 Nan Tait Centre, Abbey Road, Barrow-in-Furness, Cumbria. LA14 1LG
 01229 311102

You may also send your application by e-mail to: jobs@womenscommunitymatters.org

Please note: the closing date for receipt of all applications is Thursday 8th February 2018 at 10am. Interviews will take place on 21st or 22nd February 2018. The start date for all posts is Monday 19th March when a group induction will take place.

Additional Information

An offer of employment will be conditional on completion of an Enhanced Disclosure & Barring Service check. As an organisation using the Disclosure and Barring Service (DBS) checking service to assess applicants' suitability for positions of trust, Women's Community Matters complies fully with the Code of Practice and undertakes to treat all applicants for positions fairly. It undertakes not to discriminate unfairly against any subject of a DBS check on the basis of a conviction or other information revealed. Having a criminal record **will not** automatically exclude you from working for our organisation. Please ring and ask us for a copy of our policy relating to this or for more information if you are unsure.