

About Kairos WWT

Kairos Women Working Together (Kairos WWT) believes in the value and dignity of all women. Our vision is to see women living positive lives, free from exploitation. Our mission is to increase the safety, stability and self-belief of women in Coventry at risk of or subject to sexual exploitation, through support, advocacy and awareness raising.

Our Values:

- **Accepting and non-judgmental:** Every woman matters and is worthy of love, care and support, no matter what her past or current circumstances. We know that women at risk of or subject to sexual exploitation (including women in prostitution) can face significant judgement and stigma and we want all women to feel welcomed and valued.
- **Women-centred:** Kairos WWT is a charity run by women, for women. Women are at the heart of all we do. We understand that women experience oppression and face a range of issues as a result. Women at risk of or subject to sexual exploitation need safe, supportive and empowering trauma-informed services. These should be designed to meet the specific needs of women accessing Kairos WWT, rather than expecting women to fit into convenient boxes.

Our Behaviours:

- **Demonstrate integrity, respect and trustworthiness.** We will treat all people who come into contact with Kairos WWT (whether service users or other stakeholders) with equal value and respect. We recruit staff, volunteers and trustees who fully embrace our values.
- **Advocate and influence.** We will use our experience and knowledge of working with women to influence policy and practice locally, regionally and nationally where we can, as well as making sure our service users' voices and needs are heard and understood.
- **Commit to long-term, holistic work.** We understand the long-term and complex nature of the issues our service users face and do not expect or try to deliver 'quick-fix' solutions. We support women to address multiple issues in their lives, not just focus on one area, because people's lives can't be categorised.

Our Principles of Practice:

- 1) **Safety.** Supporting physical and emotional safety first and foremost.
- 2) **Choice.** Each woman is an individual and should be provided with information in order to make informed choices. All services are offered on an unconditional basis.
- 3) **Collaboration.** Women are co-workers with Kairos WWT, not passive recipients of help. They are involved in co-designing support plans and saying what they want to do next. They are encouraged to use their voice and in our advocacy work, we ensure their voices get heard.
- 4) **Trustworthiness.** Providing a reliable service through staff and volunteers who are respectful and maintain professional boundaries. Kairos WWT continues its reputation as a service that delivers what we say we will.
- 5) **Empowerment.** We provide opportunities which enable women to (re)discover their own strengths and skills as they journey towards their goals.

Job Description

Job Title: Support and Advocacy Practitioner

Post Salary: £23,000 per annum

Working hours: 37 hours per week.

Will work some evenings to deliver our outreach & drop-in provision, on a rota basis.

Reporting to: Team Manager

Service: Aspire

Contract: Permanent

*Due to the nature of our work, this post is restricted to female applicants only under Section 9 of the Equality Act 2010. An enhanced DBS (Disclosure Barring Service) disclosure will be required for this role. A full driver's licence and access to a car is essential for this role.

Overview of Post

The Support and Advocacy Practitioner provides woman-centred, trauma-informed, holistic support to women with unmet needs (i.e. 'multiple and complex needs') who are at risk of or subject to sexual exploitation (including through prostitution). They play a vital role in the delivery of our services by supporting women to increase their safety, stability, self-belief, primarily through the delivery of 1-2-1 support and advocacy, group work, outreach and drop-in, and awareness raising sessions in the community, in and around Coventry.

Main Responsibilities

1. Manage a busy caseload of women with unmet needs (i.e. 'multiple and complex needs') at risk of or subject to sexual exploitation (including through prostitution).
2. Undertake thorough risk and needs assessments to identify women's support needs and to safely deliver 1-2-1 support and advocacy, group work, outreach & drop-in, and awareness raising sessions from our Women's Hub and in the community.
3. In collaboration with service users, develop and regularly review holistic, achievable person-centred support plans based on the assessment of individual circumstances, needs, and identified goals.
4. Support service users to build resilience and independence to facilitate a journey towards their goals and eventual move on from the service.
5. Provide direct support and advocacy (and appropriate onwards referrals) to service users regarding a range of issues including (but not limited to) safety, housing, benefits, substance use, offending, violence and abuse, trauma, and mental, physical, and sexual health.
6. Provide emotional support, assist with identifying risks and triggers, and support service users to establish helpful coping strategies.
7. Provide practical support, for example (but not limited to), support women to attend essential appointments and statutory meetings, assist with homeless applications, explore education, training and employment opportunities, access legal advice services, support with court hearings and police interviews, attend food banks, and apply for service user grants.
8. Act as a lead worker for the service user, liaise with multiple professionals, attend multi-agency meetings. Advocate on behalf of the service user to ensure her voice is heard.

9. Develop and maintain partnerships with key agencies to ensure service users have access to multi-agency support - this may include signposting, advocacy, completing referrals and attendance at multi-agency meetings.
10. Research, develop, plan and deliver one-to-one and group programmes based on best practice and the needs of service users.
11. Manage group dynamics, facilitate discussion on sensitive topics, manage conflict or conflicting ideas.
12. Support evening outreach & drop-in provision
13. Support the delivery of community-based education/awareness raising sessions around sexual exploitation and related topics as required.
14. Maintain strong, positive partnership working. Identify and make links with existing projects and community services to develop opportunities for joint work where appropriate.
15. Support with volunteer recruitment processes and training. Coordinate, assist and support volunteers in their role.

General

1. Use woman-centred, trauma-informed, non-judgemental approach and be aware of biases.
2. Undertake all work in accordance with Kairos WWT vision, mission, values, policies, and procedures.
3. Undertake all work with a view to continuous improvement in service quality and outcomes for service users, with due regard to the public image of the organisation.
4. Work flexibly, including some evenings and occasional weekends.
5. Cover other posts/responsibilities during staff sickness as necessary. Provide 'office cover' and crisis support to service users as required.
6. Participate in research projects.
7. Contribute to the planning and delivery of organisational events.
8. Maintain a very high threshold of professional confidentiality and strong professional boundaries.
9. Take an active role in managing personal wellbeing.
10. Respond appropriately to safeguarding related disclosures and to any professional safeguarding concerns, in line with Kairos WWT Safeguarding policies, processes and current legislation.
11. Maintain confidentiality and follow Kairos WWT confidentiality and data protection policies and procedures.
12. Work collaboratively and respectfully with the wider Kairos WWT team, partners, and stakeholders.
13. Manage competing priorities, utilising good time management.
14. Ensure all information recorded is accurate and up to date, in line with best practice, Kairos WWT policy and in compliance with data protection regulations.
15. Carry out administrative tasks necessary to fill the role.
16. Attend meetings, team away days, conferences, training, and fundraising events as required.
17. Support the promotion of Kairos WWT.
18. Attend and actively participate in regular line management supervision.
19. Follow Kairos WWT financial policies and provide financial information as required.
20. Support across all Kairos WWT services, as needed.

The above duties and responsibilities cannot totally encompass or define all of the tasks that may be required of the post holder. Duties may therefore vary, without materially changing either the character or level of responsibilities.

Person Specification

	Essential	Desirable	Measured By
Qualifications			
GSCE Maths and English Grades A-C (or equivalent)	X		Ap form
Higher Education or vocational qualification in relevant field (Youth Work, Advice & Guidance, Health & Social Care etc.)		X	Ap form
Experience			
Experience of front-line delivery of services to client groups identified as vulnerable/at-risk/with multiple and complex needs	X		Ap form Interview
Working within a 3 rd sector/charity environment		X	Ap form
Trauma informed practice (non-pathologising, non-victim blaming, strengths based)		X	Ap form Interview
Woman-centred service delivery		X	Ap form
Advocacy and influence at a local/regional/national level		X	Ap form Interview
Multi-agency working		X	Ap form Interview
Managing a busy caseload		X	Ap form Interview
Undertaking, reviewing and updating service user risk and needs assessments		X	Ap form Interview
Developing, reviewing and updating holistic support plans with SMART objectives		X	Ap form Interview
Working with service users to move them out of crisis and along a journey towards independence		X	Ap form Interview
Preparing service users for moving on from service and facilitating case closures		X	Ap form Interview
Provision of emotional and/or practical support to service users	X		Ap form Interview

Advocating for/on behalf of service users		X	Ap form Interview
Planning and delivering group work sessions		X	Ap form Interview
Working with safeguarding disclosures		X	Ap form Interview
Multi-agency working and attending multi-agency meetings		X	Ap form Interview
Co-ordinating a small team of people (e.g. volunteers)		X	Ap form Interview
Effective and efficient use of a case management database		X	Ap form Interview
Effective and efficient use of outcome measurement tools		X	Ap form Interview
Recording and reporting on data, outputs, outcomes, and impact		X	Ap form Interview
Knowledge and Understanding			
Current issues and debate surrounding sexual exploitation/prostitution, including an understanding of the sex trade in relation to violence against women and girls and the importance of providing routes out to women in prostitution		X	Ap form Interview
The impact of sexual exploitation/prostitution on women and girls		X	Ap form Interview
Issues relevant to working with women with 'complex multiple needs' (including but not limited to domestic and sexual violence, mental health, homelessness, substance use)	X		Ap form Interview
Trauma informed practice		X	Ap form Interview
The importance of women-only and women centred services and spaces		X	Ap form Interview
The cycle of change and motivational interviewing		X	Ap form Interview
Relevant health and safety, GDPR, equal opportunities legislation, policy and procedures		X	Ap form

Child and adult safeguarding legislation, policies, and procedures	X		Ap form Interview
Local statutory and 3 rd sector organisations and contacts relevant to client group		X	Ap form
Skills and Capabilities			
Manage multiple priorities often with conflicting deadlines	X		Ap form Interview
Deliver targets within agreed timeframes	X		Ap form Interview
Good interpersonal skills, able to develop trusting and supportive relationships with service users, using professional challenge where appropriate	X		Ap form Interview
Maintain strong and effective professional boundaries	X		Ap form Interview
Seeks and takes on board constructive feedback, and can implement agreed changes to practice	X		Ap form Interview
Reflects on own practice and implements improvements	X		Ap form Interview
Good oral and written communication	X		Ap form Interview
Presentation and public speaking		X	Interview
Produce good quality reports/presentations		X	Ap form Interview
Good level of IT proficiency, including but not limited to: MS Outlook, Teams, Word, Excel, PowerPoint	X		Ap form Interview
Good level of proficiency with the use of databases and outcome measurement tools (i.e. Lamplight, Outcomes Stars)		X	Ap form Interview
Develop and deliver training		X	Ap form Interview
Qualities/Values			
Commitment to woman-centred and trauma-informed working	X		Ap form Interview
Commitment to anti-oppressive practice	X		Ap form Interview

Capacity for empathy; supportive and approachable	X		Ap form Interview
Resilient, with good professional boundaries	X		Ap form Interview
Commitment to work within Kairos WWT policies, procedures and ethos	X		Ap form Interview
A willingness to learn and demonstrate continuous improvement	X		Ap form Interview
Highly professional and ability to ensure highest quality for all Kairos WWT stakeholders	X		Ap form Interview
Other			
Full driving licence	X		Licence
Access to a car during working hours	X		Ap Form
Willingness to work flexibly	X		Ap Form
Unrestricted right to work in the UK	X		Passport