

Women's Advocate Officer

Thank you for your interest in working with Shpresa Programme

We are looking for an experienced women advocate officer to provide a solution focused advocacy and support service for women who have experience or are at risk of gender-based violence, trafficking or any other form of VAWG, face multiple disadvantages, through group and one to one work. The service aims to improve outcomes across the following key areas of clients' lives: provide help at a critical moment, access to support and services, reduce isolation, increase support networks, improve mental health and wellbeing, feel safe from violence and abuse, live, and integrate with dignity and independence.

The successful candidate will have:

- in-depth interpersonal skills;
- experience of working with women affected by VAWG and/or severe and multiple disadvantages;
- the ability to provide solution focused advocacy and support, including casework intervention;
- a resilient and assertive outreach approach to engage women with the service;
- the ability to recruit, manage and support a sizeable cohort of volunteers, advocates, befrienders, interpreters;
- the ability to work autonomously;
- an understanding of the impact of trauma on women;
- experience of building and maintaining partnerships with other agencies;
- an excellent understanding of the issues and needs of Albanian speaking women and other migrant communities, including knowledge of rights and responsibilities.

This pack contains information to help you decide if you would like this job; and tells you what to do if you decide you want to apply.

Want to learn more before applying?

We hope this recruitment pack will provide all the information you need to decide if you want to apply for this job. But we're aware that people may have different needs or additional queries, and we want to support all potential applicants.

You can contact prior to applying, Mrs. Luljeta Nuzi, the CEO of Shpresa, at shpresaprogramme@yahoo.co.uk

You are welcome to use both the options above.

What is in this pack:

1. Diversity information
2. Recruitment process and timeline
3. Organisational context
4. Role overview
5. Job description
6. Person specification
7. Additional information

Separate documents:

1. Application form
2. Shpresa theory of change

1. Diversity Information

Shpresa Programme aims to create a positive working environment for all staff, and is working towards a more diverse workforce. As part of your role we aim to build a Diversity Working Group and are actively engaged in a program of organizational development, reviewing policies, practices and working culture in order to improve our environment and enable colleagues to work effectively and supportively together.

We welcome applications from people of diverse backgrounds, abilities and gender identities. For this role we are actively encouraging applications from people with lived experiences and, in particular, welcome Albanian speaking people who came as refugees or migrant to apply.

As part of our commitment to increasing diversity, we have included an Equal Opportunities monitoring form with this pack, which is not mandatory, but we hope you will complete.

2. Recruitment Process & Timeline

Please read the background and overview information about the role, as well as the job description and the person specification carefully.

Please complete the application form that comes with this pack. We have provided guidance that we recommend you read before you fill in the form.

Deadline for submission of applications: **9am Monday 25th November**

Shortlisted applicants will be informed by: **Thursday 30th November**

Interviews are expected to take place on **the 4th, 5th and 9th December**. If you are not available on this day, please let us know this when you apply.

All job offers are made subject to references.

3. Organizational context

The Organisation

Shpresa Programme is a registered charity number 1110688 and a company limited by guarantee number 4692860. Shpresa works with over 2,000 Albanian speaking refugees and migrants each year to foster integration and to support men, women and children, enabling them to contribute to the communities in which they now live and work. Shpresa received the Queen's Award for Volunteering in 2004. We hold the London Youth Quality Mark, Gold Award for excellence in our Youth Work provision. We also hold the Special Distinction Award from the National Resource Centre for Supplementary Education for exceptional all-round high quality supplementary school provision. We were awarded the Forum for Health and Well Being's Communities of Health Award for the third year running in 2016. Shpresa programme fully achieved the Trusted Charity level 2 Quality Mark (known as PQASSO level 2 4th addition) from NCVO in August 2018.

In October 2016 and October 2022, we were delighted to receive the Marsh Award for our contribution to the fight against modern slavery for our work with trafficked women and children.

At Shpresa we have come into contact and supported many hundreds of Albanian speaking people, children who learn Albanian language dancing, perform get involve in sports, parents who learn English and parenting skills, volunteers who get training and support and later on jobs, women that suffer domestic violence and get protected, people who need information and guidance, food or clothes, Shpresa has become the family for the young people who are here without their parents and has become the organisation where we all can knock for help and they will try their best to help.

Our CEO received an Honorary Award as Migrant and Refugee Woman of the year in 2012, the David Crystal Award from the Chartered Institute of Linguists in 2014 in recognition of her work with Shpresa Programme fostering the study of community languages, the Ambassador for Peace from Universal Peace federation December 2016 and recently May 2017 the UK Foreign Social Entrepreneur Award from Money Gram. She has recently received numerous accolades and awards, including the prestigious Freedom of the Borough from the Barking and Dagenham Council in June 2023 and the Anne Estela Lifetime Achievement Award in March 2023.

Currently Shpresa is running several projects

Shpresa runs many projects to support the Albanian-speaking community in London and the UK.

***Children and Young People project** - aims to improve the life, the education, and the wellbeing of the Albanian-speaking children from refugee, asylum and migrant backgrounds as well as enabling their voices to get heard.

***Women's Health and Wellbeing project** - aims to improve the chances of the Albanian-speaking women to break the isolation, loneliness, and other barriers so they can improve their health, integrate within the society, and play a full part in the family, community, and society.

***Volunteering project** - aims to promote volunteering amongst Albanian-speaking community as way to improve their chances of employment as well as their education and health. At the same time, as an organisation we offer work placements and internships, and team challenges for business teams.

***Advice and Advocacy project** - aims to provide, in partnership with other providers such as MiCLU, Money A+E, Horizon, Manor gardens, New Europeans advice and advocacy on behalf of the Albanian-speaking clients in various fields - such as benefits, immigration, settlement, debts etc.

***Campaigning** - aims to engage, up-skill and empower the Albanian-speaking people living in the UK, to work together to solve the problems that matter to them and for the common good.

* **Resources** - aims to share our learning, model of working and resources with other user-led groups to maximise our impact and play our active role in society.

4. Role Overview

This section gives detailed additional information about the role to help you decide if it's likely to be a role you will enjoy and that you will be a good fit for.

This is an exciting role for Shpresa Programme (who is registered with the Advice Quality Standard to provide casework) that is funded by The Henry Smith.

The role involves:

- Working with professional partners to provide a comprehensive casework support service, through a number of community-based interventions, for Albanian-women who have experienced or are experiencing gender-based violence;
- Facilitate access to specialist services for survivors through outreach and community-based activities to raise awareness and alert Albanian-speaking women of their rights and of available support services;
- Ensure that women who are accessing or have accessed specialist casework service develop networks of support, address isolation and services to rebuild their lives and improve the quality of their lives;
- Ensure that relevant staff and volunteers at Shpresa acquire skills and knowledge to support the project, including acting as referral sources;
- Ensure that the project can work both online and in person.

This challenging role requires someone with the ability to work autonomously to help provide support to individual women and girls, as well as train volunteers to increase the advocacy capacity of the organisation. It will work on collaboration with other projects to feed in with lived experiences to enact case studies and research that may influence policy change needed within the UK in order to improve Albanian speaking and other refugees and migrant lives. The ideal candidate would have a background in advice and advocacy, training and running workshops, by working with refuge and migrant communities. They will also bring experience of engaging and empowering individuals through group work. They will have in-depth interpersonal skills and the ability to recruit, manage and support a sizeable cohort of volunteers.

The Women advocate officer will work directly with a wide range of people including the CEO, other staff, volunteers, clients, and other stakeholders.

Working practices and expectations

At Shpresa, we pride ourselves on the support staff get to do their role. We understand that the work we do at Shpresa has a strong emotional and personal element to it. Each staff member also receives consistent and concentrated time with line managers, and extra time where needed, as well as dedicated planning, preparation and wind down time with peers and teams. You will get an individualized learning development and well-being plan suited to your individual needs, which you work on with our CEO. We also have understanding of the various demands on refugees and migrant workers and have a certain amount of flexibility to accommodate any disadvantages you may experience in the world due to your background (i.e. if you are from the migrant community or a refugee). All of this is in place so that you can do the best job possible in your role.

For the right person, this role will offer considerable developmental opportunities alongside the growth of Shpresa.

We are particularly interested in people who have the skills to support women from refuge and migrant communities, to equip and empower them whilst holding professional boundaries and practicalities.

Shpresa's values and Approach

Shpresa programme is genuinely led by the people they work with and lived experience is what drive the work of everyone one.

We continually strive to improve everything we do, including the support we offer to staff and the services we deliver to Albanian speaking people and to all other types of clients. We think carefully about the ethical aspects of our work, how we practice and who we partner with.

For the Women Advocate Officer role, we wish to centre our thinking around how we can support, empower and develop women from the Albanian speaking community by providing a holistic support programme to:

- help reduce isolation,
- improve mental health and wellbeing,
- enable them to be safe from violence and abuse
- and support them to live with dignity and independence

Also, a consideration as to how we can look positively at creating outcomes within sometimes very difficult situations. When it comes to the passion, caring passionately about the well-being and empowerment of the Albanian speaking community has been at the heart of Shpresa since our inception. You will bring your own passion for this work and to the role, which will be highly valued at Shpresa. The role will involve professionalism in many areas: working with other team members' in a collegiate manner, networking and engaging with other organisations in the Albanian community



Inspiring hope & change

+ refugee sector, voluntary sector, supporting our campaigners to succeed in their own terms.

5. Job description

Post	Women's Advocate Officer
Status	Part time 28 hours (pro rata of 35 hours a week)
Contract type	Fixed term for 20 months from contract commencement; externally funded
Salary	£35,411-£38,296 Pro rata
Line Manager	CEO
Location	The Shpresa office is close to Canning Town and Plaistow Station. This is a role that is to be run through the office and at other outreach centres.

Main Duties and Responsibilities

The range of responsibilities and duties of this role will include the following, although priorities may change in line with the development of the role and other duties may be allocated from time to time.

- To organise a weekly programme of workshops for Albanian- speaking refugee, asylum seeking, trafficked and migrant women and create safe spaces for them to come together to address previous and current experiences of sexual violence, and domestic violence and other forms of gender abuse/violence.
- To work with women that use Shpresa's services alerting them of the service and to conduct outreach to ensure that women who do not attend Shpresa's on-going services are aware of the project and able to benefit.
- To positively promote the project, ensuring that leaflets, posters, and written materials are distributed widely, and to meet with and promote the service to other agencies and potential users.
- To liaise with agencies that work with the Albanian community and with Shpresa's staff to identify women who could benefit from support.
- To be responsible for a programme of awareness-raising workshops for women across different locations in London, including liaison with facilitators, hiring rooms, arranging for crèche and logistics of delivery.
- To regularly consult women taking part in the programme to ensure that Shpresa supports them adequately, including organising self-support groups, and other group activities that would help build confidence and self-esteem.
- To sign-post women to other opportunities that will help them in leading more autonomous and fulfilled lives including education, ESOL, positive parenting programmes, employment training, volunteering, and work experience placements.
- To be the main contact point with Solace and other organisation as regards day-to-day work with clients and work closely with referral

agencies such as Solace Women's aid, Hestia or Migrant help and solicitors etc.

- To ensure that women who are receiving violence against women services receive additional support they may require e.g. in relieving isolation or in addressing mental health needs, benefits, advocacy.
- To recruit, induct and support a team of volunteers to support the successful delivery of the project. To adhere to Shpresa's current policies and practices as regards to volunteer management and support.
- To ensure that your work is responsive to and meets the needs of all the beneficiaries considering a variety of needs including disability, sexuality, literacy, immigration barriers, proficiency in English and mental health.
- To arrange for training for Shpresa's key members of staff and volunteers likely to be the first point of call for Albanian-speaking women needing to escape abusive and violent situations.
- To ensure that all interventions forming part of this programme and all outreach sessions are risk assessed (and made risk free) and are run in accordance with the health and safety policy and practices of Shpresa.
- To be administratively self-serving and ensure the smooth running of administrative systems including monitoring and recording of information necessary for organisational and funding returns.
- To work with the CEO, team and members designing and assessing the impact of the project.
- To ensure all activities are planned within the budgets allocated.
- Organize 4 or more events per year raising the issues faced by Albanian speaking women facing DV, mental health and other severe and multiple disadvantages here in UK.
- To work collaboratively within the team to contribute towards cultural events which Shpresa Programme organises from time to time and to ensure women have the opportunity to participate and get involved in these.
- In conjunction with Shpresa's director to develop evaluation methods and undertake evaluation as planned.
- To demonstrate maintenance of AQS standards and continually improve advice service to enhance service delivered.
- To lead on AQS monitoring review accreditation and assessment work to the recertification of AQS.
- To represent Shpresa at different networks and meeting locally.

Other Duties

- To attend and participate in team meetings, supervision sessions, and other meetings at Shpresa as required.
- To work within the remit of the Project's confidentiality and to uphold the organisation's equal opportunity policy and other relevant policies.
- To have regular meetings with DV networks, Mental Health providers and networks, discussing the progress of the project, identifying progress and

key issues and coming up with solutions to day-to-day issues affecting the project.

- Any other duties that may be relevant to the post and required by Shpresa's director and/or Management Committee.

General Requirements

- To bring Shpresa's values to your work and to take a non-judgmental approach to everyone you work with external and internal to Shpresa.
- To reflect the wider values of the organisation such as being open to an ethos of collaboration and working together, to recognize the positive aspects of Albanian speaking lives and to stand up for ASC people.
- To take care of the health and safety of yourself and others who may be affected by your actions at work, at all times; to operate within the Company's Health and Safety policy; and to participate in health and safety processes (for example risk assessment) when necessary.
- To follow all relevant Shpresa programme policies, ensuring these are carried out in practice in relation to the job; in particular, to behave in accordance with Shpresa programme 's Codes of Conduct and Equal Opportunities Policy as well as our Safeguarding Policy and Procedures.

All staff may be asked to undertake other duties and responsibilities appropriate, as determined by the CEO, on an occasional basis.

This post is are subject to an Enhanced disclosure and barring check and open to women only (exempt under the Equality Act 2010 Schedule 9, Part 1) and Section 5(2) d of the Race Relations Act 1976 Section 7(2) e of the Sex Discrimination Act 1975 apply.

6. Person Specification

Please address each point in the person specification in turn, providing examples for each one. You are welcome to evidence the experience and qualities required using examples outside of paid work.

ESSENTIAL
Abilities
Strong levels of proficiency with group work and interpersonal skills
Ability to motivate and inspire others
Tact, sensitivity, and a diplomatic manner with a range of different stakeholders
Ability to multi-task, work quickly and accurately, be proactive and remain calm and efficient under reasonable pressure
Ability to work alone as well as being part of a small team
Well organised and self-motivated with an ability to prioritise a varied workload
Professional in all manners - reliable and punctual, practical and focused, willingness to do what it takes to get a job done
Skills
Project management skills
Building workshop and training programme packages
Using different evaluation methods, researching, and analysing topics related to marginalised communities
Excellent verbal communication
Strong written communication skills, with proven experience of drafting high-quality reports and briefings.
Good working knowledge of Microsoft Office including Word, Excel, PowerPoint; video conferencing (Teams and/ or Zoom); social media skills
Ability to influence and empower people positively
Excellent networking and outreaching skills
Knowledge
Excellent command of Albanian and English, both spoken and written
An in-depth understanding of Albanian refugee and migrants and other communities needs and issues faced, including excellent understanding of Albanian culture and traditions
An excellent understanding of the rights and responsibilities in UK, benefits system, housing, DV and mental health, immigration and other, including career pathways here in UK.
A great understanding of the Immigration legislation and procedures
A mature understanding of gender issues within the context of BME groups
Excellent knowledge of the statutory and voluntary services especially those on the VAWG and trafficking network

Using different evaluation methods and excellent report writing skills
Desirable
A qualification/degree relevant to this position (preferably law)
Experience of working or volunteering in a refugee setting
Knowledge of Health & Safety issues and how they relate to work on outreach locations and to working with volunteers
Previous (paid or unpaid) experience of managing or coordinating volunteers

7. Additional information

Annual leave. You will be entitled to 28 days per annum, including public holidays (pro rata for part-time workers). Our leave year runs from 1st April to 31st March.

Location. The Shpresa office is near canning town or Plaistow station. Currently staff are working from the main office or satellite venues and from home, but we are exploring what working practices will look like over the coming months. This role is to work from the office as it stands. However, as the project develops further, and we are more aware of the situation and risk we will keep monitoring and discussion what is the best option for this project.

Hours of work. Shpresa's working week is 35 hours, however for this post is pro rata – 28 hours pw; our offices are open from 9:30am – 5:30pm as well as weekend and evening. This all depends on the nature of the project, and this project requires working evenings and weekends. Exact working pattern will be negotiated with the successful post holder.

Monthly timesheets and TOIL. All staff are required to complete monthly timesheets which must be submitted promptly. Shpresa Programme has a policy for reasonable Time Off In Lieu (TOIL) where this is accrued due to periods of greater activity and agreed with your line manager in advance.

Training and Development. Shpresa Programme aspires to be a learning organisation that supports its staff to improve their skills and knowledge. This may be through informal means such as mentoring or work shadowing, or more formal training courses. You will be invited to reflect on your own training needs in discussion with your line manager, initially as part of the probation process and then ongoing through the regular supervision and annual appraisal process.

Salary scale. Shpresa programme uses a salary scale and bands which are based on the NJC scale used by a range of employers across the UK. Annual inflationary increases will be based on NJC negotiated increases with effect from April each year, providing resources are available. There is no automatic annual increase of spinal point.

Pension. Shpresa Programme is part of the Aviva pension scheme, by which employees contribute 3% of their salary and employers 5%. You will be automatically enrolled in this scheme once you start work but may opt out if you choose.