

JOB DESCRIPTION

SENIOR WOMENS SUPPORT WORKER

StreetlightUK is a small charity with a big determination to see routes out for women in prostitution across the Southeast. Your role is to implement the charity's vision of developing StreetlightUK's aims in Surrey and Sussex, under the supervision of the CEO.

Line Manager:	Service Operations Manager
Location:	Crawley Office (Manor Royal)
Hours of Contract	28 hours per week
Salary	£24,024 (£30,030 FTE)

GENUINE OCCUPATIONAL REQUIREMENT (GOR)

Due to the history, context and nature of the role, this post is restricted to female applicants under Section 9 of the Equality Act 2010.

DUTIES AND KEY RESPONSIBILITIES

- 1) To ensure that support provided by Streetlight is an outstanding and flexible service that prioritises service users foremost. This requires overseeing the service, policies, processes, and the relevant guidelines.
- 2) To appropriately manage the Women's Support Workers and Volunteers, by appraising, supervising, developing and by making sure they are performing to their best ability to enhance their personal development.
- 3) To ensure the safeguarding of service users and staff by overseeing safeguarding referrals and providing case support to Support Workers.
- 4) Prepare monthly and quarterly service reports, making sure service user and partner databases are up to date through monitoring and evaluation of frameworks, which enhances sufficient and collective learning within the team.
- 5) Work collaboratively with the management team, making sure policies, procedures and guidelines are amended when needed and consistently observed appropriately and in line with GDPR compliance by all staff, volunteers, and service users.
- 6) To work with the management team, to further develop, expand, or sustain Streetlight and its aims and visions across Surrey and Sussex.
- 7) Supervision of Support Workers and Recruitment and management of the Volunteer Outreach Team, including team meetings, training, and development, in liaison with line management.
- 8) Build an understanding of prostitution, existing support services and available resources both internally and externally with partners across Sussex and Surrey.

ONLINE OUTREACH

- 9) Co-ordinate all activities with staff and volunteers in Sussex and Surrey regarding online support and research, including ensuring StreetlightUK's presence is developed to increase impact and reach to service users.
- 10) Coordinate and manage the Sussex and Surrey Support Workers in the monthly data collection of those involved in the sex industry in all its forms, as well as those sexually exploited.

ORGANISATIONAL AND TEAM

- 11) Commit to supervision sessions with your line manager and external supervisor when appropriate.
- 12) Ensure the StreetlightUK database and all documentation is maintained to an excellent standard across the service.
- 13) Participation in StreetlightUK annual fundraising campaign.
- 14) Commit to a good working relationship with the wider StreetlightUK team supporting the healthiness of the wider team.
- 15) Representing the organisation at specified events and networks locally.
- 16) From time to time the post holder may be required to perform other duties commensurate with their role and abilities, as reasonably required, to facilitate the smooth running of the charity.

(The above job description reflects the position at the time of writing; it is not intended to be a task list but indicates the general level of work involved. Additional requirements will be required on an adhoc basis as required by the CEO and It is expected that duties will be reviewed and revised as required.)

PERSON SPECIFICATION – SENIOR WOMENS SUPPORT WORKER – SURREY/SUSSEX

Criteria	Essential/Desirable	Measured
1. Education / Qualifications	<p>Essential</p> <ul style="list-style-type: none"> a) Degree/equivalent qualifications, and/or significant work experience. b) UK driving license <p>Desirable</p> <ul style="list-style-type: none"> a) Completed relevant/ professional training 	Application Form/ Interview
2. Experience	<p>Essential</p> <ul style="list-style-type: none"> a) Up to date knowledge and commitment to implementation of Adult and Children safeguarding policies and procedures. b) Good understanding of GDPR, data protection and confidentiality c) Experience of working with vulnerable women and /or women in prostitution. d) Data capture, analysis and evaluation for funders. <p>Desirable</p>	Application Form/ Interview

	<ul style="list-style-type: none"> a) Direct experience of the charity sector b) Knowledge of the impact of on and off street prostitution. c) Grant/Funding – from application to monitoring/evaluation. 	
3. Skills /Abilities	<p>Essential</p> <ol style="list-style-type: none"> 1. Ability to manage, develop and motivate WSW's, creating strong relationships both internally and externally and across all levels. 2. Excellent planning and organisational skills. 3. Strong IT skills (Microsoft Outlook, Word, PowerPoint, Excel, Database). 4. Ability to manage a variety of competing priorities and meeting deadlines. 5. Ability to take the initiative when given clear parameters and to be solutions orientated. 6. Ability to communicate to diverse audiences through a variety of different mediums. 7. Ability to build strong relationships with service users, partners and funders. <p>Desirable</p> <ul style="list-style-type: none"> a) Digital marketing experience. b) Experience of developing tailored supporter journeys. 	Application Form/ Interview (Case Study)
4. Personal Qualities	<p>Essential</p> <ul style="list-style-type: none"> a) Able to work positively within our ethos, vision and values b) Excellent team player able to work with a small team. c) Excellent communication and leadership skills that model a positive and proactive approach to challenges. d) Committed to the vision and values of Streetlight UK as well as the local focus of the Sussex/Surrey Team e) A good listener, not afraid to confront where appropriate. f) Adaptable and flexible to changing environments and holistic ways of working g) Highly developed sense of self-awareness, and ability to work with different points of view h) Thrives on achieving goals and is self-motivated. i) Personal satisfaction from ensuring tasks are completed to a high standard. j) Thorough, with a high attention to detail, particularly in data analysis and record keeping. 	Application Form/ Interview