Job Description

**Job Title: Project Co-ordinator** –Rape Crisis Service Northern Ireland

**Office Address:** 109-113 Royal Avenue, Belfast BT1 1FF

**Starting Salary:** £38,626

**Pension:** 6% Employer Contribution

**Hours:** 35 hrs per week

Holidays: 25 days plus 11 bank/public holidays

Job Summary: The co-ordination and delivery of the Rape Crisis service for Northern Ireland. The post holder will ensure the growth and sustainability of the service through the provision of a professional, efficient, safe, high quality and appropriate services for all victims/survivors of rape and sexual violence.

**Role Description:**

* To be responsible for the co-ordination and continued development of the Rape Crisis Service for Northern Ireland
* To oversee day-to-day operations to ensure smooth and efficient functioning of the service. This includes coordinating tasks, troubleshooting issues, and optimising processes to drive improvements in service delivery.
* Co-ordinate service delivery, including the provision of:

Services to support survivors of rape and sexual violence

Volunteer recruitment, training and support schedules

Prevention and campaigning work

Work with other agencies and organisations to improve service responses to survivors of sexual violence

* Assist with the financial planning, including funding applications to ensure sustainability of the service and delivery of outputs and impact
* Continue to develop and promote the role and reputation of the Rape Crisis Service in the field of service provision for survivors
* Assist in the preparation and implementation of annual operational plans and systems to effectively monitor and evaluate progress and standard of services
* Ensure excellent working relationships and referral pathways, links and protocols with partner organisations, voluntary, community, statutory, health, criminal justice agencies and national organisations working to combat sexual violence.

**Main Duties and Responsibilities:**

1. **Strategic and service planning**

* Implement continuous monitoring and evaluation of delivery of the project to both volunteers and service users
* Assist in delivery of the sustainability strategy through funding applications and fund raising opportunities to secure funding to sustain and grow the service
* Implementation and development of Rape Crisis Service policies and procedures
* Develop, implement and monitor service standards.

1. **Service Development & Delivery**

* Responsible for volunteer management including induction, support and supervision, scheduling of training, phone line and support sessions
* Ensure co-ordination and service delivery comply with Health and Safety Standards, Equality and Human Rights legislation and WSN organisational policies and procedures
* Continuously review current systems and procedures that identify risk and respond to the safety needs of clients, staff and volunteers
* Develop new partnerships to deliver services to meet identified emerging needs.

1. **Develop profile, reach and influence**

* Implement and further develop plans to positively promote the Rape Crisis Service for Northern Ireland
* Develop and maintain the service profile by ensuring excellent relationships with funders, women’s centres and other community organisations, support organisations, policy-makers and potential partners to promote awareness of the service and to secure on-going support and resources
* Represent the Rape Crisis Service for Northern Ireland at relevant meetings and forums as appropriate and feed into local and national consultations and policy development
* Positively represent and promote the Rape Crisis Service with external agencies, locally and nationally including the media.

1. **Administration duties and responsibilities**

* Assist with the financial performance of the service; prepare, manage, monitor and report on expenditure for the day to day running of Rape Crisis service project
* Prepare relevant documents for internal and external audiences including written and oral briefings, reports, campaign materials and media articles
* Ensure that risks relevant to the service are identified and appropriate action put in place to mitigate these risks
* Input to and implementation of the Fundraising Strategy to sustain and grow the Rape Crisis services.

1. **Confidentially and Best Practice**

* Maintain confidentiality and ensure client, volunteer and staff records are kept in accordance with GDPR
* Ensure that all duties undertaken are in accordance with Safe Guarding policies and procedures
* Ensure that training provision and services adhere to agreed policies and procedures within the organisational framework.

1. **Additional**

* Perform other reasonable duties as determined by WSN Director and project steering group
* The successful candidate will be required to undergo an Enhanced check via Access NI Service.
* Share housekeeping duties with other members of staff
* In order to deliver services effectively, a degree of flexibility is required and the post holder may be required to perform work not specifically outlined above and/or outside of specified working hours. Overtime will not be paid, time off in lieu (TOIL) will be accrued for any work required outside of normal working hours and staff will be supported to take that time
* Ability to demonstrate sufficient mobility to carry out requirements on a Northern Ireland wide basis.