



Job title:	RESET Client Engagement Facilitator
Responsible to:	RESET Project Co-ordinator
Location:	Northern Ireland Wide – Hybrid working
Hours:	18.5 hours
Contract:	3 Years Fixed Term
Salary:	£27,205 - £28, 670 (NJC Scale) Pro- rata 18.5 hours per week

About Nexus

Nexus has 40 years' experience enabling positive change for people impacted by sexual abuse and abusive relationships across Northern Ireland.

We support and empower people to recover and thrive through the provision of specialist counselling services, group recovery and peer support programmes. From April 2019, Nexus has managed the 24 Hour Domestic and Sexual Abuse (DSA) Helpline, which is funded by the Department of Health, Department of Justice, and the Department for Communities.

We challenge attitudes, beliefs, and behaviours to enhance society's understanding of sexual abuse and abusive relationships through the delivery of psycho-education workshops, accredited training programmes and development of self-help resources.

We use lived experience, professional expertise and research to improve the development of relevant policy, practice and service commissioning.

We stimulate debate so our society becomes more informed and confident in speaking out and challenging sexual abuse and abusive relationships to break the cycle.

Our people are vital to the success of the organisation, they are a dedicated and professional group of individuals who uphold our values through the delivery of specialist, quality driven and sustainable services.

Job purpose

This role plays a vital part in our organisation's mission to provide comprehensive support to people affected by domestic abuse and abusive relationships.

Our client engagement facilitator will work in partnership with our clients to support them in identifying the best services, therapeutic interventions and future

focused areas that will benefit them in establishing a life in which they can thrive. As an advocate you will assist clients in accessing resources and services, whilst exploring opportunities to help them build their confidence in all parts of their life.

Our advocates will be responsible for coordinating activities, collaborating with internal departments and external key stakeholders to ensure that the solutions available for our clients are fit for purpose for their own personal needs having identified a clear person- centred portfolio of options to be explored for the individual.

Key Responsibilities

Support and Empowerment

- Provide personalised advocacy and support to individuals who have received counselling, ensuring their emotional and practical needs are met.
- Empower survivors to live their lives, rebuild self-esteem, and make informed decisions about their future.
- Ensuring a positive environment, promoting collaboration, growth, and commitment to our organisation's mission.
- To supervise and assist in providing relevant information, support and representation to individual's whilst adhering to our organisation's quality standards, policies and procedures.
- To promote and publicise the advocacy service in creative ways to ensure it reaches people who may require the service. To promote the service strategically to a range of partner organisations and professionals.

Programme Development

- Create, plan, and execute innovative programmes and initiatives aimed at long-term support and empowerment.
- Continuously assess and adapt programmes to meet the evolving needs of the individuals.
- Develop and maintain good working relations with other relevant agencies.

Coordination of Activities

- Oversee the co-ordination of activities that provide clients with a safe and supportive environment to heal, learn, and grow.
- To ensure individual action plans are achieved and to evaluate the service to ensure it meets the needs of its clients.
- Review and revise service delivery plans regularly to ensure they are meeting client's needs.

- Manage referrals into the advocacy service in line with contract requirements, ensuring clients are referred to other agencies as required.

Collaboration

- Work collaboratively with key stakeholders, including counsellors, and other departments within the organisation to provide holistic support to our clients.
- Build and maintain strong relationships with external organisations and agencies that can contribute to our mission.

Documentation and Reporting

- Maintain accurate and confidential records of advocacy services provided.
- Prepare regular reports on programme outcomes, challenges, and recommendations.
- Ensure that case notes are accurate and appropriate, that they record all time spent delivering advocacy cases and appropriately maintain client data base.

Essential Criteria

- Degree in relevant discipline e.g. psychology, sociology, social policy, or a related field.
- A minimum of 2 years of experience in advocacy role, including advice & guidance, support and representing views of user groups.
- Strong interpersonal skills and the ability to communicate effectively with clients, team members, and external partners.
- Proven experience in designing and delivering training and development programmes for service users.
- Understanding of sexual abuse and abusive relationships: In-depth knowledge of the dynamics of abuse and its impact on clients.
- Demonstrated ability to work collaboratively with other departments, agencies, and community partners.
- Creative thinking and the ability to propose and implement new and innovative ways to support service users.
- A commitment to empowering individuals to regain control over their lives and thrive.
- High levels of sensitivity, and a commitment to maintaining confidentiality.
- Relevant qualification in counselling, advocacy, or related fields.

Desirable Criteria

- Working in the voluntary sector
- Working directly with funding officers
- Working directly with people impacted by sexual abuse and abusive relationships in a supporting role.
- Independent Advice or Advice and Guidance support qualification

Person Specification

Appointment to this post will be subject to Access NI clearance.

This job description is not incorporated into the employee's contract of employment.

It is intended as a guide and should not be viewed as an inflexible specification. It may be varied from time to time in the light of strategic developments following discussion with the post holder.