

AUCKLAND WOMEN'S CENTRE

JOB DESCRIPTION

Women's Services Coordinator

PURPOSE OF ROLE

The Women's Services Coordinator (WSC) is responsible for our Women's Support Service (advice & referral to women in need or crisis, via phone, online and drop-in), our Community Education Programme and the housekeeping and maintenance of the Centre.

The management of these services will be achieved by building, maintaining and supporting a small team of tutors and volunteers. Volunteers: staff Women's Support, tend the Centre garden and assist with mail-outs four times a year.

WAGES & CONDITIONS: 40 hours per week, half an hour unpaid lunch break per day, five weeks annual leave a year. Wages of between \$27.50 and \$30 per hour depending on experience, with an annual cost-of-living increase on 1 July. We provide a warm and collegial working environment

RESPONSIBLE TO: Centre Manager

DIRECT REPORTS: Our cleaner, and the Women's Support, garden and mail-out volunteers

OTHER KEY RELATIONSHIPS:

- AWC staff
- The tutors and practitioners.
- The main agencies we partner with and refer clients to.

TASKS AND OBJECTIVES OF ROLE:

1. Women's Support Service; Free Information, Advice and Referral Service, counselling and health service

The WSC will ensure the effective delivery of the highest quality service within the scope of the budget.

Responsibilities and tasks necessary to meet this objective include:

- Managing the team of Women's Support volunteers at the Centre. This includes recruiting, supervising, training and supporting volunteers for the front desk
- Day-to-day management of students on placement at the Centre (the Centre Manager provides professional supervision to the students)
- Developing and maintaining a solid knowledge and record of the community sector and services available to women
- Ensuring adequate staffing of the front desk during Centre opening hours, Mon-Friday 9-4pm. When no volunteers are available to staff the front desk, it will be staffed by the WSC. When a volunteer is staffing the front desk, the WSC will be in the office to awahi and back-up the volunteer. If the Women's Services Co-ordinator needs to leave the office, she will ensure that one of the other staff members are available and rostered to provide the awahi and backup to the volunteer.
- Ensuring that volunteers/students providing the service are: providing quality, appropriate support and information to visitors and clients; referring clients to appropriate agencies; and providing Centre users with access to Centre resources.

- With assistance from the Centre Manager, approve all changes in personnel in the counselling and massage services. Where necessary, recruit new practitioners, having interviewed and checked references beforehand.
- Liaising with counsellors and other contracted practitioners to ensure efficient service provision.
- Providing role-modelling in service delivery, decision-making on good practice and risk management guidance to all staff and practitioners providing services.
- Maintaining the external communications and relationships necessary to ensure the maintenance of information, resources and networks that support the services.
- Taking measures to ensure the confidentiality of Centre clients and visitors by meeting the obligations of the Privacy Act 1993. The WSC will be required to sign a confidentiality contract that protects the personal information of Centre users.
- Providing brief intervention services to clients who are distressed by events in their life. This involves non-judgmental listening, awhi and validation, information, a risk and safety assessment, immediate problem solving and planning, and referral onto specialist agencies for ongoing assistance.
- With the assistance of the Centre Manager, attending to the resolution of complaints as appropriate.
- Providing direction and initiative in the planning and delivery of services to women users of Centre services including identifying and responding to user needs.

2. Coordinate all aspects of the Centre's community education programme

The WSC will ensure the effective delivery of the highest quality service within the scope of the budget.

Responsibilities and tasks necessary to meet this objective include:

- Planning the programme and confirming the tutors.
- Advertising and promoting the programme, including producing the community education brochure and appropriate posters for online promotion.
- Ensuring the smooth running of the educational activities.
- Ensuring all participants have the opportunity to evaluate the course/workshop they attended.
- Organising folders (containing enrolment forms, attendance register, tutor information sheet, evaluation forms etc) for each class.
- Running an efficient education programme and booking system by attending to administrative tasks including contacting participants, giving information about courses, booking attendees, preparing education materials, accurate receipting and recording of all course payments (in liaison with the Centre's Administrator), preparing the training room.
- Writing a report on the community education programme for the Annual Report.
- Updating the information on the Centre's website regarding the community education programme.
- Supporting the tutors
- Regularly evaluating the relevance and quality of courses/workshops.

- Liaising with the Administrator to ensure all tutors are paid.

3. Responsible for ensuring AWC is maintained and operating smoothly

- Ensuring that all the daily and weekly maintenance tasks as outlined in the Procedure Manual for the Information and Resource Desk are undertaken.
- Liaising with our cleaner.
- Liaising with our volunteer gardener.
- Undertaking any shopping needs for AWC including the snacks for Single Mums on Sundays.
- Ordering the stationery.
- Ensuring the reception area, the outside deck, kitchen, bathroom and training room of the Centre is maintained to a high level.
- Ensuring all computers are working well and liaise with our IT Company when necessary.
- Negotiating with Auckland Council regarding maintenance of the Centre.
- Contributing to the day-to-day running of the library, tasks may include enrolling members, cataloguing books, explaining the collection and shelving to library users, and liaising with the library volunteers regarding cataloguing and withdrawing books.
- Supporting the delivery of the community forums by ensuring all the necessary equipment and stationery is transported to the venue. Packing in the equipment and packing out the following day.
- Keeping rolls of people attending AWC events including forums, whānau dinners, etc.
- Adding new supporters' details to our database.
- Organising the room and the catering for the AGM
- On occasion purchase new equipment and handle the delivery and distribution.

4. General Staff Responsibilities and Duties

The WSC will:

- Behave in an honest and transparent manner.
- Where practical, the Coordinator will participate in AWC team-building events and special AWC activities, such as the AGM.
- Keep all financial source documents up-to-date including time sheets and mileage claim forms, and provide GST receipts for any expenditure. Take good care of all equipment and resources and report any damages or loss to the Manager.
- The Coordinator will ensure that all aspects of her mahi are consistent with AWC's mission statement, philosophy, constitutional objectives, strategic plan, protocols and policies.
- Inform the Administrator of any assets that have been purchased, sold or disposed of.

ACCOUNTABILITY:

The WS will work in a way that supports the aims and objectives of the Women's Centre and follow all Centre protocols and policies. The WSC is directly accountable to and supervised by the Centre Manager. If the Centre Manager is absent, she will be accountable to the Board Chairperson.

The WSC will do the following:

- Write a monthly report to the Centre Manager
- Attend scheduled meetings with the Centre Manager to discuss role-related tasks, difficulties or training needs.
- Attend staff meetings.
- Assist the Funding Coordinator by providing information she needs for funding applications, e.g. reports and photos of activities.

The Centre Manager will be available to assist the Coordinator with critical or difficult situations facing clients and the resolution of complaints. The Coordinator will be provided with an opportunity to debrief such incidents.

PERSON SPECIFICATION:

We envisage that the appropriate appointee will have most of the following attributes:

- An understanding of, and commitment to, the philosophy and mahi of the Centre.
- An awareness of intersectional feminism and the community sector.
- An awareness of Te Tiriti o Waitangi and its implications for community groups.
- Experience in working with people in an empathic role.
- Proven formal or informal social work, community work, or counselling background.
- Good organisational and administration skills.
- Computer and word processing skills.
- Excellent oral communication skills.
- Have the ability to work with a small group of women in a community-based organisation in a collaborative way.
- Skills in self-management including time management, self-motivation, self-awareness, personal organisation and the ability to work unmonitored.
- A strong understanding of the ethical issues that may arise when working with women and the ability to self-monitor so as to maintain healthy and ethical boundaries with all Centre users.
- Knowledge of cross-cultural issues and
- an ability to work cross-culturally.
- An understanding of privilege and its impacts on non-mainstream communities.

This job description has been agreed to by:

Leonie Morris Centre Manager	WSC
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Date: