



**Te Wāhi Wāhine o
Tāmaki Makaurau**
AUCKLAND WOMEN'S CENTRE

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 handling bookings for our counselling service.

This includes building, maintaining, and supporting a small team of tutors and volunteers to deliver these services.

Hours P/W	20 hours
Responsible To	Centre Manager
Direct Reports	Community education tutors, volunteers ¹
Key Relationships	AWC staff The main agencies we partner with and refer clients to.
Support	Have monthly external professional supervision
Accountability	Attend regular line management/support meetings with the Centre manager Attend all-staff meetings Write monthly and annual updates for the Centre Manager (to include in the CM's Board report, and the Annual Report), on both Women's Support and education programmes.

¹ For AWC purposes, "service providers" and "practitioners" includes all those who provide one-on-one personal services including (but not limited to) massage therapists and counsellors; it does **not** include community education group tutors

TASKS AND OBJECTIVES

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

The WSC is to ensure the effective delivery of the highest quality service possible within the resources given.

Related tasks:

- Manage the team of Women's Support volunteers: recruiting, supervising, training and supporting volunteers for the front desk
- Manage social work and counselling students on placement at the Centre day-to-day (the Centre Manager provides professional supervision to the students)
- Develop and maintain a solid knowledge and record of the community sector and services available to women
- Ensure adequate staffing of the front desk during advertised Centre opening hours, including staffing the front desk when necessary. .
- When a volunteer is staffing the front desk, be in the office to awahi and back-up the volunteer; or, where necessary, ensure that one of the other staff members is available and rostered to provide the awahi and backup to the volunteer.
- Ensure that volunteers/students providing the service are: providing quality, appropriate support and information to visitors and clients; referring clients to appropriate agencies; keeping confidentiality; and providing Centre users with access to Centre resources.
- Make recommendations to the Centre Manager regarding approval of any and all changes in personnel in the counselling and massage services. Where necessary, recruit new practitioners following Centre recruitment policies, having interviewed and checked references beforehand.
- Liaise with counsellors and other contracted practitioners to ensure efficient service provision, including booking clients' initial counselling appointments, and collecting fees/monies as required.
- Collecting voluntary cash donations made to the front desk.
- Provide risk management guidance and role-modelling in service delivery to all staff and practitioners providing services.
- Maintain the external communications and relationships necessary to ensure the maintenance of information, resources and networks that support the services.
- Take measures to ensure the confidentiality of Centre clients and visitors by meeting the obligations of the Privacy Act 1993 (and ensuring volunteers do so also), and by signing a confidentiality contract that protects the personal information of Centre users.
- Ensure all volunteers, students and other non-paid workers receive appropriate, quality support and management
- Provide brief intervention services to clients who are distressed by events in their life. This involves non-judgmental listening, awahi and validation, information, a risk and safety assessment, immediate problem solving and planning, and referral onto specialist agencies for ongoing assistance.
- Complete ongoing professional development courses and trainings to ensure knowledge is up to date and at a high level to provide for support clients.
- With the assistance of the Centre Manager, attend to the resolution of complaints as appropriate.

Coordinate all aspects of the Centre's community education programme

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

Responsibilities and tasks necessary to meet this objective include:

- Plan the programme and confirm the tutors.
- Advertise and promote the programme, including producing the appropriate posters and other content for online promotion.
- Ensure all participants have the opportunity to evaluate the course/workshop they attended; and collate evaluations.
- Organise folders (containing enrolment forms, attendance register, tutor information sheet, evaluation forms etc) for each class.
- Ensure the smooth running of educational activities by running an efficient education programme and booking system and attending to administrative tasks including contacting participants, giving information about courses, booking attendees, preparing education materials, accurate receipting and recording of all course payments, preparing the training room.
- Send reminder texts and emails to participants, and follow-ups post event for relevant workshops.
- Create and send out periodic e-newsletters to our mailing list (with the approval of the Centre Manager) to promote upcoming events, sharing news, connecting with community, collating content including any from the Assistant Centre Manager and Centre Manager.
- Write a report on Women's Support and the community education programme for the Annual Report
- Recruiting and support the tutors
- Regularly evaluate the relevance and quality of courses/workshops. Liaise with the Accountant contractor to ensure all tutors are paid.
- Manage the massage programme including booking appointments, managing the wait list, taking payments, and liaising with the massage therapist.
- Provide booking information to the finance team to send invoices.
- Consult with the Centre Manager regarding the planning and delivery of services and community education (including new and changing services, courses and workshops) including identifying and responding to user and community needs.
- Maintain the community education database

Assisting with ensuring AWC is maintained and operating smoothly

- Assist Centre Manager with community forum logistics eg pack in/out.
- Assisting with the AGM pack-in and pack-out
- Assist with community building activities.
- Assist the funding team by providing information for funding applications as requested, e.g. reports and photos of activities.
- Manage the room booking diary for community education and outside organisations, and liaise with room hirers
- Do shopping as required for community education classes and workshops
- Before all room bookings, ensure the reception area, the outside deck, kitchen, bathroom and training room of the Centre are clean, tidy and prepared (eg curtains opened).Contribute to the maintenance of the website, including up-to-date Community Education and support information.

PERSON SPECIFICATION

We envisage that an appropriate appointee will have 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.
- An understanding that trans women are women.
- Honesty and transparency
- A strong commitment to confidentiality in regard to client information
- 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.
- 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
- 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:

Women's Services Coordinator

Date:

Centre Manager

Date: