

**Women's Services Coordinator for The Haven
It Takes a City (Cambridge)
Cambridge, UK**

Are you passionate about working for women's services, looking for a challenge, and willing to work at night?

This is an exciting opportunity to lead and develop a new project in the city of Cambridge. The post holder will report directly to the CEO of It takes a City and will be supported by the Information and Engagement Officer, with access to expert advice when needed from members of the Women's Homelessness Action Group, which includes representatives of key women's services in the city as well as those with lived experience of homelessness. The vision is to provide an informal overnight drop in space for homeless and vulnerably housed women, particularly those who are not connected to or are infrequent users of other services. The project will offer food, clothes, showers, laundry facilities and an opportunity for (but not a requirement to engage with) signposting to other support in the city.

There is strong support at both local and national level for the project with national funding. The aims of the project are supported by Cambridge City Council, and the project will be working in partnership with key local women's and homelessness charities, including Cambridge Women's Aid, Wintercomfort, Cyrenians, Whitworth House, CWRC and CGL.

The person employed in this role will have the opportunity to work in partnership with key stakeholders and build on work already happening. The post provides a unique opportunity for someone who is passionate about provision for women and wants to be part of providing a vital safety net to meet the needs of women who are experiencing homelessness or domestic abuse and need a place of refuge where they can access support.

Summary of Terms & Conditions of Service:

Part time: 24 hours/week. The Haven is a new service which will initially be open for 2 overnight shifts/week from 8pm-8am (ideally Monday and Thursday but these days and times can be varied and could include a weekend night to suit the right candidate). The agreed days will be fixed for the duration of the project.

This role could be a job share, so expressions of interest are invited with a clear summary of the hours that you would want to work.

Fixed-Term: This is a temporary short-term contract based on available funding for around 9 months from mid-March 2024 to end of December 2024. The aim of the project is to generate evidence of the need for this service in the city, working alongside other stakeholders to use this data to obtain longer term funding for an extension of the project.

Probation: This post is subject to a 4-month probationary period.

Pay: Salary negotiable from £14.50- £16 per hour, circa £18 - 20k salary per annum for 24 hours (equivalent to £30,000 - £33,000 FTE) based on experience.

Annual leave entitlement is 28 days (20 days annual leave plus 8 bank holidays) per year pro rata

Pension: ITAC operates a pension arrangement and currently contributes 3% of annual salary for those who qualify.

Location: Cambridge City Centre (further details of exact location on enquiry)

Occupational Requirement: This post is only open to women as per the Equality Act 2010, Schedule 9, Part 1.

Safeguarding: The post will adhere to ITAC's Safeguarding Policy. The post is also subject to an enhanced Disclosure and Barring Service check.

Training: The successful candidate will be offered relevant training including Level 3 Safeguarding, Trauma Informed Care and Domestic Abuse Training.

About It Takes a City (Cambridge)

It Takes a City (ITAC) is a charity providing support for vulnerable adults who are homeless or experiencing housing precarity in Cambridge. We work in partnership with the public, private and voluntary sector with the vision of ending rough sleeping due to homelessness.

ITAC's Women's Homelessness Action Group (WHAG) came together in 2018 to focus on the needs of and provision for homeless and vulnerably housed women. The WHAG includes those who have been homeless and representatives of key women's services in the city and advocates for women-only provision, trauma-informed services. It has led the initial work to provide the 'Haven' in Cambridge city centre.

About the Haven

The Haven will be a first project of its kind in Cambridge – a trauma-informed, safe, welcoming and stable overnight space for homeless and vulnerably housed women to drop into in Cambridge. It will be a non-judgemental and supportive space, designed to help women to regain trust in local services and access vital support on their journey out of homelessness. Many of the women using the space are likely to have a range of complex support needs, that may include substance abuse, mental health, physical health and learning disabilities. The Haven will not have accommodation but will include facilities such as a lounge, hot food, showers and laundry facilities. Access to the Haven will not be limited to rough sleepers but the service will be available to any woman who needs a safe overnight space, either occasionally or on a regular basis.

The role

ITAC is recruiting for a Women's Service Coordinator to manage and develop the Haven, ideally to start work early in March 2024. This is an exciting opportunity to be instrumental in implementing and developing a new service for homeless and vulnerable women in the city. The Women's Service Coordinator will have the chance to shape the service right from the beginning and work with ITAC's WHAG to develop a long-term vision for the service.

The Service Coordinator will oversee running the Haven, working alongside an experienced and SIA accredited female security guard. A group of trained volunteers will be recruited to help in the Haven, including providing hot food for women during the evenings (anticipated from 8-11pm), while the security guard will be in post throughout the night. This is an amazing professional development opportunity for anyone working in the sector who wants to be involved in developing a new service in Cambridge. Mentoring and training opportunities for the role holder will be available to help develop their skills and practices.

Key Responsibilities:

Supporting service users

- Have overall responsibility for delivery and development of the Haven service including management of a small team of volunteers.
- Be a friendly and welcoming person in the Haven, providing a trauma-informed and welcoming atmosphere for women using the space.
- Provide support and signposting to homeless women with a range of needs.

Working with volunteers and partner organisations

- Organise, deliver and facilitate creative and fun activities for the evenings when the Haven is open, such as film screenings, bingo, quizzes etc.
- Organise and coordinate volunteers attending in the evenings.
- Work with partner organisations to offer drop-ins, or workshops in the evenings, supporting service users to gain information and skills in things such as budgeting, sexual health and other practical issues.
- Work collaboratively with other homeless and women's organisations in the city to ensure the Haven is working for service users and that a holistic support package is being provided.

Promoting and developing the Haven

- Help to promote the Haven to women who may use the service.
- Represent ITAC and The Haven to external organisations, developing and maintaining good working relationships with other professionals, community organisations, and statutory agencies.
- Gain an understanding of the needs of women using the space, how it can be improved and where changes can be made in the long-term.
- Maintain records of the evenings, attendance numbers and any incident reports using the 'Inform' database.
- Work with the ITAC team to ensure that ITAC policies are relevant to the project
- Work with the ITAC staff in making applications for funding to extend the pilot

Person Specification:

- Willingness to work unsocial hours

- Sensitive and welcoming person who is proactive and takes initiative while working flexibly in a changing environment.
- Good understanding of safeguarding practices
- Good understanding of homelessness, domestic abuse and issues experienced by vulnerable women. Lived experience is seen as a benefit for the role but is not essential.
- Good understanding of confidentiality and working with sensitive information.
- Good understanding of the principles of people management.
- Experience working with women with complex support needs (including substance use, mental health needs, domestic and sexual abuse). Relevant qualifications are desirable but the postholder will be supported by close partnership working with specialist services in the city including CGL Drug and Alcohol Service and Dual Diagnosis Street Project.
- Networking and effectively liaising with specialist service providers or agencies in order to establish and/or improve access to services for clients.
- Can work well in a team environment, manage volunteers and facilitate groups.
- Experience of challenging appropriately and maintaining clear and appropriate boundaries
- A commitment to providing a safe and inclusive service to all regardless of race, religion, gender, gender identity, sexual orientation, disability or age

ITAC is looking for someone who is passionate about working with vulnerable women and who will be a strong lead for this project. ITAC is open to discussing the possibility of job sharing, reduced hours, different days or times for working than set out above. Please don't hesitate to get in touch for further information and to explore what's possible for the role. ITAC is keen to make the application and interview process as accessible as possible for people wishing to apply. Please get in touch with us at itacinfo@ittakesacity.org.uk if you would like the opportunity to discuss the role. If you would like to find out more about the role a 30minute online meeting or phone call can be booked at lunch time on Thursday 18th January or a 30 minute online or in person meeting (in Cambridge city centre) can be arranged at lunch time on Thursday 25th January.

To apply: To apply, please send your CV and a Cover Letter explaining how you meet the requirements of the role to itacinfo@ittakesacity.org.uk

The closing date for applications is 12 noon on 29th January 2024.

Interviews will be taking place in person on 5th February 2024.

A second informal interview may be held before appointment to the post.

People invited to the interview will receive some of the interview questions in advance. In addition, there will be a short scenario task to complete. Please let us know if you have any specific access requirements or adjustments.