

Job Description & Person Specification

- Job Title:** Traineeship GROW – Service User Involvement
Manchester Action on Street health
- Location:** Manchester
- Accountable to:** CEO (day to day support to be provided by Operations
Manager)
- Salary:** £ 17,000 pro rata per annum (£8,500 actual)
- Duration:** 12 months
- Hours:** 17.5 hours per week
- Leave:** 24 days holiday per annum plus bank holidays (currently 8 per
year) - this is pro-rated for any employees working less than
37.5 hours per week
- Closing date:** Monday 13th March 2017

This post is funded by the Big Lottery Reaching Communities

About the GROW Trainee Role

GROW – Getting Real Opportunities of Work

This vacancy gives an opportunity for you to gain experience working with an established women's charity.

The traineeship is open women who have previously experienced at least one of the following: Sex working, drug and alcohol problems, homelessness and multiple needs services and can bring their insight of support services.

The MASH programme will link strongly to the Inspiring Change Manchester Grow Trainee Programme but will be managed fully by MASH.

The MASH GROW trainee will receive:

- An introduction to the traineeship, including induction, goal setting and shadowing
- Exit phase focusing on learning and evaluation of the placements, with a focus on securing future employment.

The GROW trainees will be expected to attend and fully participate in the following:

1. A comprehensive induction programme
2. Training in core areas, e.g. health and safety, housing, substance misuse, mental health
3. Participation in a range of activities
4. Visits to external agencies
5. Regular supervision and performance reviews
6. Support with career development group, including 1:1 coaching and training sessions

This traineeship is open to women who have previously experienced at least one of the following: Sex working, drug and alcohol problems, homelessness and can bring their insight of support services for people with multiple needs.

This post is restricted to women only as a genuine occupational requirement under Schedule 9 paragraph 1, Equality Act 2010.

Job Purpose

To champion the voice of service users throughout the organisation and to make sure that women who use MASH are involved in the planning delivery and evaluation of MASH Services

Job Description

- 1. To ensure that the views of women who use MASH and other women with multiple needs are taken into account both within MASH and by other agencies and policy makers, including:**
 - a. Facilitating and leading a MASH Service Users Group
 - b. Undertaking research and gathering feedback on the needs and views of women who use MASH.
 - c. Attending external meetings along with MASH colleagues to help influence and promote the voice of sex workers and women with multiple needs with external agencies and commissioners
 - d. Linking up with women from other organisations, including Inspiring Change Manchester's Women's Voices Group to influence services for women in Manchester

- 2. To actively promote the involvement of service users in the planning of MASH services , including:**
 - a. Working closely with the wider team to evaluate existing provision
 - b. Ensuring users views and ideas are incorporated into planning

- 3. To develop opportunities for service users to be involved in delivering services and activities, including:**
 - a. Developing a range of volunteering opportunities
 - b. Promoting the involvement of service users in the training and recruitment of staff and volunteers

- 4. Engage fully with the GROW Trainee Programme including:**

- a. A comprehensive induction programme
- b. Training in core areas, e.g. health and safety, housing, substance misuse, mental health
- c. Participation in a range of activities
- d. Visits to external agencies
- e. Regular supervision and performance reviews

5. To work within the wider MASH Team as required for example by:

- a. Undertaking general administrative tasks, answering the phone etcetera
- b. Supporting the delivery of the MASH Drop in alongside the volunteer team.

6. General

- a. Attend team meetings
- b. Develop and maintain a broad knowledge regarding sex work, locally and more generally, and the range of issues facing women with multiple needs
- c. Work at all times within MASH Policies and Procedures.
- d. Work at all times in line with MASH Values
- e. Carry out any other duties that may be reasonably required.

Person Specification

1. Experience of multiple and complex needs, and use of support services, e.g. homelessness, mental health, substance misuse or alcohol services, and an understanding of how these experiences have affected you.
2. An interest in and knowledge of multiple needs including rough sleeping and an understanding of the causes of homelessness, substance misuse, offending and mental health as they are particularly experienced by women, and a passion to effect change for women in Manchester
3. An understanding of, and commitment to co-production and women's involvement in the design and delivery of services across Manchester.
4. Good interpersonal skills and the ability to communicate with people from a variety of different backgrounds.
5. An ability to work as part of a team, take direction from a supervisor and be flexible.
6. Basic computer skills, including word processing, internet and email systems and a desire to develop and learn new skills.
7. The enthusiasm and determination to develop and learn new skills