



### **Job Title: Authentic Voice Coordinator (AVC)**

#### **Origins of Authentic Voice**

We believe that survivors must be at the heart of any response to end domestic abuse. Our Authentic Voice commitment includes involving survivors and experts with lived experience in all we do. We work closely with SafeLives Pioneers, who have turned their experience of domestic abuse into experts and influence and who are committed to using their voices to represent others and strive for change for all. We provide a platform for their authentic, independent voice, we share the same vision and live SafeLives values. Together we reach out to survivors nationally and to those perpetrating abuse to consult about their experience to build a wide and diverse voice. We will grow our organisational Authentic Voice and create a safe environment that values our lived experience.

By listening and responding to views that are different to our own, professionals and survivors can critically assess and address challenges together. We support survivors' to tell their truth and speak with an unmediated voice.

#### **Role summary**

SafeLives has received a grant from the National Lottery Community Fund to work in partnership with three Local Authorities, Bolton, Leicestershire and Sheffield to deliver a sustainable model for embedding child and adult survivors' voices in the design and delivery of policies and services that meet their needs. The project is funded for three years from January 2024-December 2027.

You will be part of a wider project team in the local area consisting of a SafeLives Practice Consultant and a SafeLives AVC plus local Children & Young People's (CYP) AVC. There are three geographical areas participating in this project: Bolton; Sheffield & Leicestershire.

The Adult AVC will place the voice of survivors at the heart of this project. You will work within the local area to enable survivors to represent and create change for the operational and strategic response to adults experiencing domestic abuse by creating a platform for their authentic and independent voice.

You will work as part of a wider project team with the aim of delivering a sustainable model for embedding child and adult survivors' voices. This model will involve creating spaces, opportunities and networks for survivors of domestic abuse from across the local area to share their lived experience in a variety of ways such as surveys, focus groups, forums and panels; and enable survivors to co-create the design, development and delivery of local policies and services intended to meet their needs. The model will be inclusive and equitable, ensuring survivors from marginalised and seldom heard from communities can be active and have equal influence.



Your role will also work closely with the Local Authority with the aim of ensuring survivor voice is embedded within the wider systems.

### Key duties and responsibilities

You will lead the approach to Authentic Voice (AV) within this project using the SafeLives AV toolkit and principles ensuring the widest networks are engaged and participation mechanisms established to ensure we are listening to a diverse range of voices.

As an active member of the project, you will work across a range of organisations, statutory and non-statutory, and in partnership with a wide range of organisations to develop creative ways to reach out to survivors. This includes those who are vulnerable, marginalized or have not yet found their voice, ensuring all who want to have their voice heard have the opportunity. You will identify and help address the barriers that prevent people from being able to share their voice or access platforms which affect change. You will also provide individualised support according to the needs of survivors to enable engagement in this project.

### Person specification

#### Personal Attributes

- Hold values that inspire a survivor led approach and culture of working together creatively
- Compassionate, empathetic and boundaried
- Inspires trust and confidence, skilled in teamwork and developing self and others
- Resilient, self-motivated, self-aware and self-reflective
- Demonstrable commitment to equity, equality, diversity and inclusion
- Collaborative, creative and flexible.

#### Knowledge and Experience

- Direct work with people in relation to domestic abuse, or issues related to domestic abuse.
- Developing peer support/mentoring/client voice within the domestic abuse and other related sectors
- Experience or understanding of working with diverse communities
- A demonstrable commitment to improving multi-agency responses to domestic abuse.
- Experience of working with volunteers and / or groups and a good working understanding of group dynamics
- In-depth knowledge of safe, ethical and trauma-informed approaches to engaging with survivors of domestic abuse.
- Providing support on a one-to-one basis and within safe spaces and facilitating meetings.

- Good working knowledge of the VAWG sector including that of the local area that you are based in.
- Developing and maintaining effective relationships with a wide range of stakeholders at local and national level.
- Using a range of communication tools and personal approaches to influence practice and policy e.g. producing excellent written resources, conveying authentic voice, data and information through meetings, workshops and seminars (face-to-face and online).
- Involvement in working within a multi-agency context and/or safeguarding responses would be an advantage.
- A sound understanding of the gendered analysis of domestic abuse and the way domestic abuse impacts different communities, in particular those who are marginalised.

### Skills

- Practical experience of engaging or working with individuals or families who have experienced domestic abuse.
- Adaptable to the needs, wishes and input of survivors and lived experience experts
- Ability to manage volunteers, provide support and personal development
- Strong facilitation skills, with a track record of good facilitation and managing group dynamics
- A track record of influencing decision making
- Excellent networking and relationship management skills, including cross-sector working.
- Excellent communication skills using a range of channels tailored to communicating with survivors
- Ability and willingness to work independently, including ability to travel independently across the local area and occasionally to other areas engaged in this project,
- Able to manage own time and prioritise workload effectively.
- Able to deliver and provide advice/information that motivates end users to implement and deliver change.
- Project management, including reporting on key operational and budget oversight.
- Attention to detail when managing practical elements of group working such as coordinating public transport for a large group or timely payment of vouchers.
- Able to use relevant technology, including digital tools for communication with a geographically dispersed team and sector.

### Key Competencies

#### Delivering quality

- Achieves objectives when delivering work to a high standard, on budget and on time.
- Takes responsibility for own workload, acts on own initiative, seeks feedback from others, evaluates own performance and then acts upon it
- Tries out new ideas and ways of working and identifies and shares learning

#### Relationship management and communication



- Builds and maintains good relationships with a range of internal and external stakeholders
- Speaks and writes clearly and effectively and in a timely manner to both professional audiences and young people
- Tailors communication to suit the audience

### Teamwork and collaboration

- Works effectively as part of a team to deliver shared objectives
- Supports colleagues, including survivor colleagues in demanding situations, recognises the importance of well-being in self and others, accepts help and support from other team members
- Listens to the views of others

### Influence

- Inspires confidence and trust in others – demonstrating high standards of integrity, honesty and fairness
- Is committed to empowering others to be the best that they can and actively engages the knowledge, ideas and contributions of others
- Is visible and approachable, taking time to talk to colleagues and support with queries

### Goal orientation

- Demonstrates an understanding of how their own role contributes to achieving organisational and programme goals
- Is responsive to change which helps achieve goals
- Manages own and others performance to ensure timely deliverables to the required standard and clear accountability
- Pursues tasks/goals with energy, drive and need for completion

### Equality and Inclusion

We have a commitment to providing equal opportunities for all, irrespective of age, disability, race, sex, religion/belief, sexuality, gender identity, marital/civil partnership, pregnancy/maternity and working patterns. We believe it is an asset to have staff representing all the communities we serve and particularly welcome applicants who are from under-represented and seldom seen backgrounds. We have a range of organisational policies which are designed to increase accessibility and enable flexible working.

### Lived Experience

We believe there is no ‘them and us’ in domestic abuse and recognise that applicants may have direct or indirect experience of their own, whether disclosed or not. We are committed to placing lived experience at the heart of all we do, and colleagues who chose to share their personal expertise can do so openly and with organisational support. If there is any discussion during the recruitment process regarding a candidate's personal experience of domestic abuse, it will be treated confidentially and will not be shared outside of the interview panel/Human Resources.