Authentic Voice Coordinator

Reports to Head of Innovation Team
Hours 37.5 hours per week
Salary £28,000 per annum
Contract 12 months fixed term
Location Bristol/London/Home (with regular travel across UK)
Benefits A generous package including 25 days holiday a year and public holidays, employee pension scheme with 4% employer contribution, Cycle2Work scheme, 365 days a year Employee Assistance Programme

Who are we?
We are SafeLives, the UK-wide charity dedicated to ending domestic abuse, for everyone and for good.

We work with organisations across the UK to transform the response to domestic abuse. We listen to survivors, putting their voices at the heart of our thinking. We want what you would want for your best friend. We look at the whole picture for each individual and family to get the right help at the right time to make families everywhere safe and well. We also challenge perpetrators to change, asking 'why he or she doesn’t stop?' rather than 'why he or she doesn’t leave?' This applies whatever the gender of the victim or perpetrator and whatever the nature of their relationship.

Last year alone, nearly 11,000 professionals working on the frontline received our training. Over 65,000 adults at risk of serious harm or murder and more than 85,000 children received support through dedicated multi-agency support designed by us and delivered with partners. In the last three years, over 1,000 perpetrators have been challenged and supported to change by interventions we created with partners, and that's just the start.

Together we can end domestic abuse. Forever. For everyone.

SafeLives Authentic Voice
The authentic voice and expertise of survivor voice is at the forefront of our vision to end Domestic Abuse and our Whole Picture strategy is built around our commitment to placing their expertise at the heart and start of all we do. SafeLives Pioneers are the leaders of this, experts by experience who are committed to using their voices to represent others, speak truth to power 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 to gather their views and expertise, build a wide and diverse voice to transform the national response for everyone.

Key purpose of role:
To truly transform the response to domestic abuse, we must place the expertise of survivors at the heart of everything we do. Our Authentic Voice Coordinator will deliver our commitments to Pioneers and build our diverse authentic voice to inspire, influence and place lived expertise at the heart and start of all we do.

You will work within the Innovation team and cross organisationally to develop our influential team of Pioneers and create a coordinated approach to gathering, diversifying and amplifying the power of survivor voices, including opportunities for survivors within our staff team to contribute their expertise. You will work with a wide range of partner services, help to embed co-creation across the organization and support the delivery of our operational plan and Whole Picture strategy. Our Authentic Voice coordinator will establish creative ways to reach out to all survivors including those who are vulnerable, marginalized or have not yet found their voice, ensuring all who want to have their voice heard.
You will demonstrate the value of expertise by experience to influence all our stakeholders, breaking down perceptions of ‘them and us’ and uniting survivor voices to keep families safe and end domestic abuse.

**Responsibilities**

**Recruiting, developing and supporting Pioneers**
- Recruit and support a diverse team of Pioneer’s; coordinating induction, agreeing contracts, understanding their needs and embedding in the organization so that they can work confidently and safely
- Provide regular, person-centered support, including regular one-to-ones, and practical and emotional support when needed
- Review, and/or develop tools and processes to support our work with Pioneers, guiding SafeLives staff team to support Pioneers
- Coordinate Pioneers development plans, including training and support to reach their own goals
- Facilitate regular Pioneer meetings
- Provide oversight to Pioneers practical needs (travel, invoicing, paid and volunteer work)

**Reaching all survivors**
- Knowing the Pioneers team lacks diversity you will creatively and authentically reach survivors from different ethnic backgrounds
- Facilitate and coordinate Pioneers leading survivor consultation and voice throughout key projects and work streams
- Support Pioneers in their priorities for change and work cross-team to extend our influence with public facing campaigns
- Support how we build a strong authentic voice focus into all our work streams
- Work with national organisations and partner agencies to share our commitment to Authentic Voice, by providing policy reviews, producing practical tools and developing bespoke guidance that insist those with lived experience are key to improving responses to the whole family experiencing domestic abuse

**Building and disseminating learning and influence**
- Contribute to our understanding and response to the experiences of survivors and families during the immediate period of Covid-19 and its aftermath
- Learn from cross-sector organisations, connecting these to each other to share expertise on supporting people from unheard communities, challenging cultures that mean society is less willing to hear about experiences of domestic abuse from particular groups of people
- Increase opportunities for Pioneers and survivors to influence practice, policy and messaging; facilitating meetings between Pioneers and change-makers/the media and connecting survivors to frontline services to offer insight and improve practice
- Work with other specialist services, learning from their experience of embedding survivor involvement across every level of the organisation, and responding to ideas and feedback from their survivor groups
- Create ways to evaluate and monitor the impact of SafeLives authentic voice
- Support all staff members to embed learnings across the organisation

**Supporting SafeLives internal Authentic Voice and promoting the concept externally**
- Help to ensure Pioneers are recognised as influencers across SafeLives and at every level, from sitting on recruitment panels to project boards and representing Pioneers on our Trustee board
- Challenge a ‘them and us’ culture within statutory and support services
- Advocate for the authentic voice concept to be taken on board and embedded in statutory services
- Support the response to survivors and others connected to them, who call our offices, helping staff confidently provide the right response. within our organisational capabilities
- Regularly reviewing SafeLives’ materials, policy and procedures alongside Pioneers
**Person Specification**

**Personal Attributes**
- Commitment to equality, diversity and inclusion
- Hold values that inspire a survivor led approach and culture of working together creatively and collaboratively
- Compassionate, empathetic and boundaried
- Inspires trust and confidence, skilled in teamwork and developing self and others
- Resilient, self-motivated and self-reflective, with the ability to make effective use of support and supervision
- Flexible and agile in the face of evolving circumstances

**Skills**
- Practical experience of engaging or working with individuals or families who have experienced domestic abuse.
- A proven track record of engaging diverse and marginalised communities
- Adaptable to the needs, wishes and input of survivors
- Ability to manage volunteers, provide support and personal development
- Excellent communication skills using a range of channels
- Strong facilitation skills, with a track record of facilitating and developing groups
- Service or organisational development skills, with a track record of influencing decision making
- Excellent networking and relationship management skills, particularly with regard to cross-sector working
- Ability and willingness to work independently, including travel independently across the country, manage own time and prioritise work load effectively

**Experience**
- Direct work with people in relation to domestic abuse, or issues related to domestic abuse. Developing peer support / mentoring / service user voice within the domestic abuse sector and / or other related sectors
- Experience or understanding of working with diverse communities
- A demonstrable commitment to improving responses to domestic abuse across all agencies working in the sector
- Experience of working with volunteers and / or groups and a good working understanding of group dynamics

**Competencies**
- Demonstrate SafeLives values of human, rigorous and brave and embed these in all you do.
- Align your work and objectives to the SafeLives competency framework.
- Ability to work flexibly and autonomously, undertaking positive inquiry with local teams without highly developed frameworks
- Pragmatic and solution-focused, able to juggle competing priorities effectively

**Equality and Inclusion**
SafeLives is committed 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 are keen to have staff that appropriately represents all the communities we serve as an organisation.

**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 of domestic abuse 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.