



Sue Lambert Trust

JOB DESCRIPTION

Job Title: Outreach and Group Co-Ordinator
Responsible to: Groundwork and Resilience Manager
Location: Norwich
Hours: 30 hours (F.T.E 37.5 hours per week)
Salary: £23,000 (Pro Rata)

Background Information

Sue Lambert Trust provides kind, safe, supportive help in Norfolk to those who have ever experienced sexual abuse including domestic abuse.

We provide free, specialist support that enables people to recover, heal and build resilience to face the future. Our support is organized around a three-phased trauma informed approach. Phase One Groundwork is designed to support clients with practical issues as well as providing stabilisation in preparation for counselling. Around 200 clients per year access this service. Phase Two Counselling is the core provision and is delivered by 70+ trained counsellor volunteers working with over 300 clients weekly. Phase Three aims to build resilience and includes interventions such as self-help groups.

We are funded by the Office of the Police and Crime Commissioners Office, Ministry of Justice, National Lottery and several local and national Trusts and Foundations.

With the launch of a new strategy to guide us through to 2026 it is an opportune time to be joining an organization that is ambitious in its support for its clients.



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Job purpose:

- Develop a wide knowledge of the local communities we seek to serve, paying particular attention to who is currently under-represented in our service user population and form an understanding of the barriers to support for those communities.
- Co-ordinate, maintain and develop Peer Support Groups alongside clients and facilitators to reflect the needs and common shared support available to our clients
- Promote the organisations services using Sue Lambert Trust information and educational materials to inform of the issues around trauma, sexual abuse, signs of abuse and where to get help.

Main responsibilities:

- Develop alongside Sue Lambert Trust management team a range of educational and information materials and promote the organisations services at community meetings and groups
- Proactively engage prioritised communities or groups to support adaptation of referral routes into Sue Lambert Trust services that reflect the needs of those communities
- Develop, maintain and facilitate a broad range of appropriate and responsive Peer Support Groups (groups where people support each other), whether geographical or experience based.
- Contribute to the design, development, delivery and evaluation of activities ensuring that the activities meet their needs.
- Create and develop channels for lived experience of accessing therapy related to trauma to inform the development of Sue Lambert Trust's service offer, including maintaining and sharing records of service gaps or barriers to access, whether identified at an individual level or through group or community involvement activities.
- Make use of opportunities to share learning with colleagues, throughout the organisation.

PERSON SPECIFICATION – Outreach Worker and Group Co-Ordinator



Relevant experience and knowledge:

Essential

- Experience of working at a community level in an engagement and development role
- Experience of listening to and understanding issues raised by the communities or groups and translating these to co-produced actions
- Experience of implementing safeguards around vulnerable people in a community setting
- Experience and understanding of mental health and supporting people who are experiencing mental ill health
- Experience of design and development of training resources and interventions including delivery of training programmes
- Experience of working in an unstructured setting and deal with conflicting demands
- Excellent IT skills including competence using Microsoft Excel, Outlook and Word
- Excellent knowledge of confidentiality and data responsibilities
- Good numeracy and literacy skills

Desirable

- Experience of collecting data and producing clear reports
- Confident user of CRM/databases
- Experience of working with volunteers

Competencies and personal attributes:

- Excellent communication skills - able to communicate sensitively and well with people at all levels in person, on the telephone and in writing
- Confidence in being able to deal and understand the issues affecting our client group
- Lived experience of mental ill health (directly or in a support capacity)
- Strongly associated with a protected characteristic group would be preferable
- Non-judgemental and committed to ensuring equality of opportunity
- Flexible 'can do' approach
- Self-motivated and able to work independently without close supervision
- Ability to work well within a team
- Ability to understand the importance of and maintain appropriate levels of confidentiality.
- Ability to deal with multiple tasks and priorities and effectively manage time
- Attention to detail and accuracy
- Ability to work under pressure
- Professional and trustworthy

Other Requirements:

- The successful candidate will be subject to a DBS enhanced disclosure check as well as satisfactory references.

To apply please submit a covering letter and your most recent CV to recruitment@suelamberttrust.org.

Deadline for applications is the 9am Tuesday 30th August 2022.