# Role Description: Drop-in Development Officer

## Key Dimensions of the Role

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| **Role:** | Drop-in Development Officer |
| **Reporting to:** | Head of Services |
| **Salary:** | £28,857 |
| **Purpose of the Job:** | To work with other members of the MASH team to achieve the following outcomes for women who sex work:* To improve women’s health
* To improve women’s well being
* To empower women to make choices
* To increase women’s safety
* To influence policy and practice changes in other agencies working with our clients group
* To influence a more positive view in society of our clients

Using a gender and trauma-informed approach, the Drop-in Development Officer will manage our city centre Drop-in Centre and support the women who attend. This will involve managing volunteers, providing support and advice to women, and delivering a range of activities. |
| **Hours:** | 35 hours per week |
| **Contract:** | Fixed term until 31st March 2023 with the opportunity to extend |
| **Annual leave entitlement:** | 25 days plus bank holidays (pro rata) |
| **Location:** | MASH, 94 -96 Fairfield Street, Manchester, M1 2WR |
| **Closing date:** | Midnight on Monday 2nd August |
| **Interview:** | Interviews will be held on the 4th August |
| **Start date:** | 6th September (negotiable) |
| **Additional info:** | It is an occupational requirement under the Equality Act 2010 (Schedule 9, part 1) for this post to be filled only by a woman. |

## Key accountabilities of the role

**Engagement and Support**

* To build relationships with service users, through the MASH Centre and in partnership with other team members and partner agencies
* To ensure that the needs of service users are clearly identified and assessed
* To ensure service users have access to basic level advice and support, by providing it directly and by overseeing its provision by volunteers
* To refer service users to MASH caseworkers and nurse
* To refer service users to external agencies as appropriate

**Programme of activities**

* To work with service users to plan and develop a programme of activities which contribute to identified targets and outcomes
* To work with the Volunteer Coordinator to develop volunteer roles and skills to enable them to deliver and support activities
* To develop contacts and partnerships with other agencies to support the delivery of activities at the MASH Centre
* To be the first point of contact for sessional workers

**Drop in Delivery**

* To lead drop in sessions and provide support to volunteers and students on the session
* To take responsibility for the drop in environment including the availability of up to date information
* To be responsible for the provision of food and drink at the drop in, including compliance with hygiene and health and safety requirements
* To be responsible for the purchase and stock control of food and other resources

**User Involvement**

* To actively promote the involvement of service users in the planning and delivery of services
* To work with the Service User Involvement Officer to ensure that Service Users voices are heard and responded to
* To develop opportunities for service users to be involved in delivering services and activities.

**Monitoring and Evaluation**

* To maintain appropriate records and monitoring systems
* To contribute to evaluation and research as required
* To provide or contribute to reports as required

**Organisation/team-wide responsibilities**

* Contribute to the delivery of MASH’s aims and objectives, to achieve our vision and strategic mission
* Support the team to achieve our aims by working collaboratively and through a consistent, proactive demonstration of MASH’s values and behaviours
* Attend monthly supervisions, annual performance reviews and team meetings
* Attend meetings or training events, either internal or external, as required by MASH
* Work in-line with the MASH policies, procedures and systems at all times
* A willingness to occasionally work outside of normal office hours as and when required
* Develop and maintain a broad knowledge regarding sex work, locally and nationally and keep abreast of issues facing women involved in sex work such as; domestic violence, substance misuse, mental health, homelessness, begging, modern slavery and the criminal justice system

The details contained in this role description reflect the content of the role at the date it was prepared. It may be possible that the duties of role will change, existing duties may no longer be required and other duties may be introduced without changing the overall nature of the role or the level of responsibility entailed. Any changes to the role description will be in consultation with the post holder.

## Person specification

* A minimum of 3 years’ experience in a social care or related setting with face to face service user contact
* A minimum of 3 years’ experience of working with and managing a service user case load including conducting assessments and care plans
* Knowledge of the statutory framework for safeguarding children and adults
* Some experience of working with female or male sex workers
* Experience of working with and supervising volunteers
* Experience of partnership working with other agencies and a wide knowledge of the referral agencies in the area of health and social care
* Experience of liaising with a broad range of individuals and organisations and establishing and maintaining professional working relationships
* Experience of working on your own initiative within the financial and policy constraints of either a voluntary or statutory organisation
* A good understanding of harm reduction, drug intervention and treatment, sexual health and HIV prevention
* An understanding of and commitment to user involvement
* Excellent organisational skills
* Ability to work on own initiative
* The ability to assist with service development, communicate innovative ideas and to be able to take ideas forward as part of a team to assist with creating improved or new services
* The ability to communicate at all levels (formal and informal) in a sensitive and diplomatic manner
* The ability to form excellent working relationships with other professionals and to be able to undertake the MASH work professionally in other community based setting
* Able to work evenings and shifts that may be variable
* Computer competent and able to use a variety of software programmes such as word, excel and power point, email and internet etc.
* To hold a clean current valid driving licence
* The post is subject to DBS checks, suitable references, and completion of a 6-month probation period.
* A commitment to MASH’s vision and way of working

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