



# JOB DESCRIPTION

<b>Role Title:</b>	<b>Training and Development Worker</b>		
<b>Reporting To:</b>	Business Support Manager		
<b>Location:</b>	Bell Street		
<b>Responsible for:</b>	n/a		
<b>Role Purpose:</b>	Develop and deliver a programme of internal and external training and awareness raising.		
<b>Salary</b>	<b>£19,200 (£32,001 pro rata)</b>	<b>Hours of work</b>	21 per week

## KEY ACCOUNTABILITIES & RESPONSIBILITIES

### Role specific

1. Deliver internal training and work with external providers to deliver internal training on specialist topics to meet the learning needs of workers.
2. Develop and deliver tailored domestic abuse training programmes to local service providers, partner agencies, 3<sup>rd</sup> sector and private companies to improve service responses to women, children and young people experiencing domestic abuse.
3. Raise awareness of services provided by Glasgow Women's Aid in the community by delivering domestic abuse training to the public.
4. Gather, disseminate and collate relevant information and statistics e.g. training records and training reports for management and board
5. Participate in multi-agency training, including facilitating and/or participating in workshops, conferences etc.
6. Promote the external training programmes and establish an income stream from external training.
7. Co-ordinate and monitor on a quarterly basis the internal training needs of the organisation, supported by an annual Training Needs Analysis.
8. Support the planning and organising of internal development days.
9. Work with the Business Support Manager to support the running of the volunteer programme
10. Be an active member of the Fundraising Sub Group.

### Organisational wide

11. Work in line with GWA values and the SSSC Code of Conduct
12. Positively promote the feminist analysis of domestic abuse.
13. Participate in relevant training, team meetings and development days for continuous professional development.
14. Engage in Support and Supervision.
15. Promote Service User involvement
16. Maintain Health and Safety
17. Play an active role in awareness raising and fundraising

18. Have a contemporary knowledge of all forms of gender based violence  
19. Carry out such other appropriate duties as may be determined by GWA.

## COMPETENCIES

### 1. Proactive

Exploring options. Looking at new ways to do things. Being innovative. Strive to make a difference. Carry out tasks without detailed instructions.

### 2. Judgement

Makes timely informed decision that take into account the facts, constraints and goals.

### 3. Co-operation

Works harmoniously with others to get a job done. Responds positively to instructions and procedures. Able to work well with co-workers and managers. Shares critical information with everyone involved. Works effectively on projects that cross teams. Helps to set a tone of co-operation. Seeks opinions. Values working relationships.

### 4. Communication

States own opinions clearly and concisely. Demonstrates openness and honesty. Listens well during meetings and feedback sessions. Explains reasoning behind own opinions. Asks others for their opinions and feedback. Asks questions to ensure understanding. Exercises a professional approach with others using all appropriate tools of communication. Uses consideration and tact when offering opinions.

### 5. Problem solving

Anticipates problems. Sees how a problem and its solution will affect others. Gathers information before making decisions. Adapts well to changing priorities, deadlines and directions. Is willing to take action, even under pressure or tight deadlines.

Recognizes and accurately evaluates the signs of a problem. Notifies line manager of problems in a timely manner.

### 6. Making a difference

Making a difference to the service users of GWA and evidencing this using our paperwork. Look for new ways to evidence making a difference.

## PERSON SPECIFICATION *(Knowledge, Experience, Skills & Abilities)*

	Essential	Desirable
<b>Experience</b>	<p>Experience of managing, commissioning and co-ordinating learning and development programmes, projects, seminars, conferences and events</p> <p>Experience in developing and facilitating training</p> <p>Experience of developing training resources and training packs</p> <p>Experience of assessing workforce development and training needs</p> <p>Experience of giving talks and delivering training</p> <p>Training experience on relevant subjects, eg abuse of women, child sex abuse, counselling</p>	<p>Experience of using and developing e-learning and online training resources.</p> <p>Experience of managing fundraising activities</p>

	<p>Experience of awareness raising and campaigning</p> <p>Experience of multi-agency work</p>	
<b>Skills and Abilities</b>	<p>Producing written material in the form of handouts, leaflets, and training materials</p> <p>Skilled at designing and using evaluation, monitoring and methods to inform and develop training.</p> <p>Excellent verbal and written communication</p> <p>Skilled at interpreting and presenting complex issues so they can be easily understood by different audiences.</p>	<p>Skilled at creating online training materials</p>
<b>Qualifications / Knowledge</b>	<p>Knowledge and commitment to a feminist analysis of domestic abuse</p> <p>Knowledge of the Domestic Abuse (Scotland) Act 2018 and the implications for agencies.</p> <p>Understanding of the theory of adult learning and how to apply that in practise to training in relation to domestic abuse and gender based violence.</p> <p>Train the trainer</p>	<p>Knowledge of ACE's and the Safe and Together Model.</p> <p>Current working knowledge of policy and practice issues in relation to violence against women and children</p> <p>Knowledge and understanding of the operating environment and risks that exist for Glasgow Women's Aid</p>
<b>Values</b>	<p>Committed to the values, aims and objectives of Glasgow Women's Aid.</p> <p>Committed to valuing and respecting people and working with diversity.</p> <p>Participation in awareness raising.</p> <p>Participation in fundraising.</p>	