

Job Description

Post Title:	Anti- Hate Crime Co-ordinator
Salary:	£22,658
Hours:	Full Time, 37 hours per week
Contract:	1 Year Fixed Term

Role Context

Citizens Advice Bournemouth & Poole are looking for an experienced Anti-Hate Crime Co-ordinator to lead and develop their new Bournemouth, Christchurch and Poole Hate Crimes Project funded by the Home Office.

The aim of the project is to develop a consistent approach of services provided to victims of hate crime through training to frontline workers, improving knowledge and understanding surrounding hate crimes and the impact on the individual and the local community, ensuring victims, their families and frontline workers are clear on the process and the support available.

We hope that through the project the communities of Bournemouth, Christchurch and Poole will be clear about what is considered extremist behaviour, discriminatory or a hate crime so everyone can encourage individuals and communities to challenge intolerance, hatred and prejudice.

We will do this through the training, developing and improving the Prejudice Free Dorset Network and providing specialist discrimination advice, support and guidance to victims and their families.

Key accountabilities

- Overall management of staff and volunteers working on the Bournemouth, Christchurch and Poole Hate Crimes Project.
- Organise, co-ordinate and deliver training to frontline workers, stakeholders and schools.
- Engage with a range of stakeholders to develop a consistent approach and map services available to those affected by hate crime, developing and enhancing the Prejudice Free Network.
- Work within the local communities to ensure they are clear about what is considered extremist behaviour, discriminatory or a hate crime so everyone can encourage individuals and communities to challenge intolerance, hatred and prejudice.
- Ensure effective delivery of the project and KPI's and targets are achieved.
- In conjunction with the Head of Service Delivery and Training and Development Manager ensure that project fulfils all its responsibilities with regards to Citizens

Advice membership requirements, quality standards, and professional regulation.

- Ensure that service delivery standards are met, and that monitoring and reporting requirements are adhered to.

Specific Responsibilities

1. Staff and Volunteer Management

- a. Create a positive working environment in which equality and diversity are well managed, dignity at work is upheld, and colleagues can develop and attain their full potential
- b. Plan and allocate work, monitor achievement of goals and deadlines, and provide support to staff and volunteers of the project as appropriate.
- c. Participate in and lead on recruitment and selection activities as appropriate
- d. Attend regular service meetings for all paid and volunteer staff.
- e. Encourage good teamwork and communication between all levels of the organisation.

2. Project Delivery

- a. In conjunction with Head of Service Delivery design and develop the project
- b.** Ensure efficient delivery of the project with adequate and appropriate cover of staff and volunteers
- c.** Engage with stakeholders including local communities, frontline workers, local schools, statutory organisations and VCSE's.
- d.** Organise, co-ordinate and deliver training to frontline workers, local schools and partner agencies.
- e.** With the support of the Training and Development team monitor the quality of delivered training and the advice given to clients, provide constructive feedback, and develop remedial plans to address any deficiencies.
- f.** Ensure systemic issues are raised through the appropriate Research & Campaigns channels within the organisation.
- g.** Ensure the provision of appropriate levels of support and supervision for those directly line managed depending upon their competencies.
- h.** Oversee and monitor effective and efficient administrative systems in relation to the project.

3. Service Development and Planning

- a. Participate in service initiatives as appropriate, and lead or contribute to as appropriate, the work of associated committees and working parties.
- b.** Support the strategic development of the services discrimination, hate crimes and community engagement functions.

- c. Maintain a good working knowledge of current local and national legislation in relation to discrimination, hate crime and extremism to ensure compliance with quality and statutory standards.

4. Learning and Development

- a. Identify and address own learning development needs
- b. Contribute to the service's workforce development plan.
- c. Identify the learning and development needs of line managed staff and volunteers through support and supervision.
- d. In conjunction with the Training and Development Manager, contribute to service learning and development activities.

5. Other duties

- a. Contribute to the preparation of quarterly and annual reports
- b. Attend Trustee Board meetings as required
- c. Promote the aims and principles of Citizens Advice
- d. Carry out any other tasks that may be in the scope of the post to ensure the effective delivery and development of the service.
- e. Provide effective and efficient support to the Senior Management Team as required.