



AN INTRODUCTION TO BIRCHALL

The Birchall Trust empowers people affected by rape, sexual abuse, sexual violence or exploitation to recover from their trauma so they can lead safe and fulfilling lives irrespective of gender identity, sexuality, ethnicity, culture, or religion. We believe that we should live in a society that is free of rape, sexual abuse, and sexualised violence and through a trauma informed approach.

- Realise the potentially damaging consequences of traumatic experiences and the opportunities that exist for healing through safe relationships.
- Recognise the signs of trauma, and seek to address the underlying causes Respond with empathy, integrating the knowledge of trauma into our policies and practice.
- Resist retraumatising people and aim to deescalate the deep anxiety that adversity can cause.
- Assisting people to recover from their trauma, by enabling them to live in the present without being overwhelmed by the thoughts and feelings of the past.

OUR CORE TRAUMA INFORMED VALUES

Our values align to the core trauma informed principles around:

Safety	We recognise the impact of shame, we create safe spaces and make people feel safe, by building trusted relationships.
Trusted	We avoid judgement and understand shaming and blaming language can damage people and harm relationships. We are emotionally aware. We avoid blame. We believe and do not judge.
Choice	We ensure that the people using our services have a voice and their choices are important, we understand that everyone's experience matters, and that recovery is an individual experience and will be different for everyone.
Collaboration	We work together to achieve the best possible outcome, we are person centred and see the person's strengths, building upon them, we are reflective and learn together
Empowerment	We seek to make a difference, innovative and be the change we want to see. We make a difference, we are transparent, and take responsibility. We develop resilience enabling people to build on their strengths.

JOB DESCRIPTION

Job Title:	Service Development Coordinator
Accountable to	CEO
Base:	Lancaster or Barrow In Furness.
Salary:	£28,728 rising to £32,678 FTE.
Hours:	Full Time 37.5 hours per week.
Leave:	Starting at 25 days holiday per annum plus bank holidays (pro -rata for part time).

ABOUT THE ROLE

As Service Development Coordinator, you will have lead responsibility in co ordinating projects that ensure that Birchall continues to develop its services to meet the needs of people who have experienced rape and sexual abuse across Cumbria and Lancashire.

Bringing together staff, stakeholders, volunteers and people with lived experience to create collaborative environments you will combine strong organisational skills with a proactive mindset able to plan projects to ensure they run smoothly from start to finish.

With a keen eye for detail and the initiative to anticipate challenges, you will keep teams aligned and focused on results. Above all you will have the ability to communicate effectively and manage multiple priorities to drive progress and achieve goals. As Service Development Coordinator, you will bring structure, energy, and accountability to every project you support.

KEY RESPONSIBILITIES

Hold a portfolio of projects that will drive service development. We believe in an inclusive approach to service development so you will be responsible for working collaboratively with staff, managers and other stakeholders. You will hold lead responsibility to create and maintain project plans, schedule meetings, maintain project records, manage communication with project team members to ensure the smooth administration and delivery of projects.

Core projects include:

- Plan and coordinate the tasks and activities required for the completion of high quality, cohesive and compelling tenders, bid documents and funding reports throughout the year.
- To support Community Fundraising projects and deliver a marketing strategy to attract individual donors.
- Lead the Operational Management Team to review our Quality Assurance Processes and applications for accreditation.
- Identify opportunities for partnerships to support the development of new Wellness projects.

In addition to these core projects you will also from time to time work with staff on the development of ideas proposed by them to meet our client's needs.

OTHER RESPONSIBILITIES

- Gather, analyse and synthesise key information to inform development plans and bids including local and national statistics, service user and staff feedback and prepare reports and documents as required.
- Ensure that Ambassadors and people with Lived Experience have opportunities to be involved in the development and delivery of Birchall's services.
- Scheduling meetings and representing The Birchall Trust at external meetings as required.
- When required, support the development of written marketing materials, web content, proposals, presentations, quotations, funding applications.

The above list of duties is not exclusive or exhaustive and the post holder will be required to undertake such tasks as may reasonably be expected within the scope and grading of the post.

Essential Skills, Experience & Behaviours

- Proven project coordination/management skills including ability to hold a workload of multiple projects and provide regular reports on progress.
- Exceptional time management and organisational skills.
- Advanced IT skills; Strong and proven skills using PowerPoint, Excel, Outlook and experience of using databases and / or case management systems.
- Experience of effective partnership building and stakeholder collaboration, with good communication skills and ability to get along with people.
- Ability to plan and prioritise own workload and self-manage competing demands working with people based across multiple sites to ensure deadlines are met.
- Strong written communication skills in the context of writing bids and persuasive reports.
- Able to give and receive constructive feedback and manage conflict and misunderstandings effectively.
- Enthusiastic and dynamic with a positive 'can-do' attitude and a clear focus on problem solving, achieving outcomes and making an impact.
- Treats people with respect; keeps commitments; inspires the trust of others; works ethically and with integrity to uphold organisational values.
- Experience of working within the charity, mental health or social care sector and in particular in organisations working with vulnerable people.
- Demonstrate a thorough understanding of issues surrounding how trauma affects people who have experienced rape and sexual abuse.

WHAT WE CAN OFFER YOU

At Birchall, we value our staff and are committed to supporting your well-being and professional growth. When you join us, you'll enjoy a range of fantastic benefits, including:

- Employee Assistance Program: Confidential support for your well-being.
- Birthday Day Off: Celebrate your special day with an extra day of leave on us.
- Additional Annual Leave: Earn extra leave entitlements for each year you stay with Birchall. Starting at 25 rising to the maximum of 30 days.
- Competitive Pay Scale: Progress through an incremental pay scale reflective of your experience and dedication.
- Paid Clinical Supervision: We cover the costs of clinical supervision to support your ongoing development.
- Mentor Scheme: Access to a structured mentoring program to help you thrive in your role.
- Staff Rewards: Recognition and rewards to celebrate your achievements and commitment.
- Join Birchall and be part of a supportive, rewarding environment where your growth and well-being are our priorities.

HOW TO APPLY

Thank you for showing an interest in applying for a role with The Birchall Trust. Please fill out our online [Application Form](#).

Alternately, go to our [Vacancies Page](#) on our website, select the job you would like to apply for and click the Apply Here button.

Top Tip: Please leave up to 20 seconds for the form to submit. You will be redirected to the Equal Opportunities Form once it has been submitted. You will need to attach your most recent CV and you can upload any additional documents that you think will help with your application.

If you require any further advice on any of the above, please phone **[01229 820828](#)**

Birchall in Numbers

WHAT WE'VE ACHIEVED

2023-24

2022 people accessed advice and information at our community events.

310 children accessed our schools programme work.



1490 individuals contacted our services for information, advice, support and counselling.

190 people received wellbeing support

371 People received adult counselling.

44 children access play therapy.



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To the future people who walk through the doors of the Birchall Trust I would like to say well done, because like me you may well be doing the best thing of your life, because I finally found my self worth and an overwhelming feeling of finally wanting to live. Previous Client

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“I can now understand why I feel and behave the way I do. I have learned grounding techniques which are invaluable. The relationship between my counsellor and I has been priceless. Thank you for giving me my life back.”

Previous Client

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USEFUL LINKS



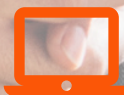
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www.birchalltrust.org.uk



[The Charity Commission](#)
[- GOV.UK \(www.gov.uk\)](http://www.gov.uk)

Cumbria Telephone: 01229 820828

East Lancs Telephone: 01254 919505

North Lancs Telephone: 01524 239595

Fylde Coast Telephone: 01253 201946