

Job title:	Lived Experience/Peer Support Project Worker – Direct support role from the perspective of personal experience.
Location:	Dublin based
Reports to:	This position will be in the Dublin based Frontline Services Team and reports to the Services Manager.
Purpose Why this Job exists	To set up a peer support service for individuals who have been impacted by prostitution and human trafficking for the purpose of sexual exploitation, to form effective and empathic peer relationships based on collective understanding of their shared experiences, the impact of this experience, recognition of self-determination, strengths, resilience, empowerment and hope and use this to advocate and work towards system change while leading a flourishing life for themselves.
How	<b>How: (Lived Experience values and Framework)</b> All support to be delivered using a trauma informed approach from a human rights and social justice perspective, while upholding lived experience work values and principles to build relationships with people accessing the peer support and service.
Contract	This is a permanent fulltime role, 35 hours per week, Monday to Friday. Six months' probation applies

## About Ruhama

We are a Non-Governmental Organisation (NGO), and registered charity founded in 1989. We work to provide services and supports to women impacted by prostitution and human trafficking for sexual exploitation. We also advocate for change to both policy and legislation that will support and protect women impacted by sexual exploitation.

## Our mission

Our mission is to support and empower women impacted by prostitution and human trafficking for sexual exploitation, raise public awareness of the harms of prostitution and human trafficking and act as an advocate to influence policy that will support and protect women.

## Our values

- **Dignity** - We create a respectful caring and confidential environment where our service users, staff and volunteers are valued.
- **Integrity** - We demonstrate integrity and accountability and transparency in our practice, organisational systems and structures.
- **Collaboration** - We work in partnership and collaborate with others to achieve our mission.
- **Diversity** - We strive for inclusivity and gender equality in an environment that respects difference.
- **Quality** - We are committed to quality through evidence-based practice innovation and continuous evaluation and improvement of our services.

- **Survivor-informed** - We recognise and value the unique perspectives of our service users based on their lived experiences and the challenges they face, and we work to ensure their views are sought and meaningfully embedded in our work

### **What is a survivor-informed organisation?**

An organisation that actively incorporates meaningful input from a diverse community of survivors at all stages of its programmes or projects, including development, implementation and evaluation. This approach recognises the expertise and lived experiences of survivors, ensuring their voices shape policies, practices and decision-making. By centring survivors' perspectives, these organisations create more effective and empathetic support systems.

*Source: National Human Trafficking Training and Technical Assistance Centre  
(2023 Toolkit for Building Survivor-Informed Organisations)*

### **KEY DUTIES & RESPONSIBILITIES**

- In line with Ruhama's Strategic Plan 2024-2028, develop a survivor informed peer support service specific strategy and implementation plan.
- Create a space where Ruhama Service Users can come together to seek, receive, and give support to each other to form mutually healing and empowering relationships to flourish in their lives.
- Create and promote a culture of hope and optimism by sharing your lived experience as appropriate.
- Develop and nurture connections and networks with other lived experience peers to remain focused and connected to the wider community.
- Embed co-production with peers as a way of working in the development of the Peer Support strategy and implementation plan (aims, objectives, activities, outcomes, impact and cost).
- Recruit and assess the suitability of participants to engage in the peer support and mentoring service and the peer support group.
- Coordinate and co-facilitate the Peer Support group online and in person, to include community gatherings in Dublin and Ruhama's regional offices.
- Promote dignity, autonomy and social inclusion.
- Contribute to the development of the training hub through co production input to training modules and provide opportunities for a diverse range of experts by experience to co facilitate training modules.
- Through co production with the policy and communications team, support the embedding of a survivor informed approach through ensuring that all public awareness work is informed by the lived experience of service users.
- Strengthen the survivor informed led aspect of service delivery within the organisational service structure.
- Provide peer support, role modelling and coaching, to individuals to support their individual and collective journeys towards healing, hope and recovery.
- To actively seek and develop relationships with relevant lived Experience networks.
- Attend practice team, organisational and external meetings as required and participate in shared working practices.
- Maintain records, including CMS (salesforce) and produce standard monthly and quarterly reports as required.
- Be vigilant to any Health, Safety and Welfare risks in the workplace and bring any concerns to the attention of your line manager or Health & Safety Officer.
- To be aware of the Children's First Guidelines, and Vulnerable Adult and Child Protection Policy in Ruhama and bring any concerns to the attention of the DLO (Designated Liaison Officer).

- Comply with all Ruhama policies and procedures.
- Deliver peer supporter training (co designed with peer supporters).
- Keep up to date with domestic, sexual and gender-based violence developments nationally and internationally.
- Attend supervision with the line manager and with the External Practice Supervisor.

### **PERSON SPECIFICATION**

The person specification sets out the essential abilities and qualities needed by the successful candidate for this post.

	<b>Essential</b>	<b>Desirable</b>
<b>Qualification</b>	<ul style="list-style-type: none"> <li>• Degree (Level 7) in Social Care/Social Policy/Social Work/Addiction/ Community Development and or equivalent.</li> <li>• An established network of peers or links with peer networks or support services.</li> </ul>	<ul style="list-style-type: none"> <li>• Certificate/diploma in Peer support Work.</li> </ul>
<b>Knowledge</b>	<ul style="list-style-type: none"> <li>• Knowledge of the issues facing asylum seekers, refugees, and migrants, in particular, women.</li> <li>• Knowledge of the impact of prostitution and human trafficking for the purposes of sexual exploitation, on individuals physical, emotional, and psychological wellbeing and development.</li> <li>• Working knowledge and understanding of implementing a trauma informed approach.</li> <li>• Insight into issues affecting individuals who have been exploited in the sex trade.</li> <li>• Knowledge of the rights and entitlements of individuals working in the sex trade in Ireland.</li> <li>• A working knowledge of healthcare and practical supports available to women who are impacted by prostitution or sexual exploitation.</li> <li>• Knowledge and understanding of gender-based violence, including prostitution.</li> <li>• Knowledge and interest in social justice &amp; human rights.</li> </ul>	<ul style="list-style-type: none"> <li>• A knowledge of homelessness, immigration and substance misuse.</li> <li>• Intercultural /Cultural competence training</li> </ul>
<b>Experience &amp; Skills</b>	<ul style="list-style-type: none"> <li>• Personal lived experience of prostitution or being sexually exploited. (There is no requirement to disclose specific experience).</li> <li>• An ability to articulate how lived experience changed your life, the growth and understanding gained from the experience, and how you can use that experience to help others.</li> <li>• 3 years direct experience working with individuals and groups impacted by prostitution or sexual exploitation, with at least 1 year involved in developing a peer support programme, group or individual peer support and mentoring (can be in a paid or voluntary capacity).</li> </ul>	<ul style="list-style-type: none"> <li>• Language skills (other than English).</li> <li>• Facilitation skills training.</li> </ul>

	<ul style="list-style-type: none"> <li>• Demonstrate experience to effectively communicate with relevant stakeholders.</li> <li>• Excellent listening, interpersonal, relational and facilitation skills.</li> <li>• Demonstrate empathy and have a clear understanding of trauma and PTSD.</li> <li>• Ability to demonstrate respect, integrity and understanding of hope and power equality.</li> <li>• Demonstrate (through lived experience) how to draw on the life-changing experiences of sexual exploitation or prostitution, service use, and recovery/healing, to build relationships based on collective understanding of shared experiences, self-determination, empowerment, and hope.</li> <li>• Demonstrate (through lived experience) how to draw on the impact of walking beside and supporting someone through the experience of prostitution and or sexual exploitation, to build relationships based on collective understanding of shared experiences, self-determination, empowerment, and hope.</li> <li>• Well-developed organisational skills together with ability to manage priorities and meet deadlines and timeframes.</li> <li>• Ability to work collaboratively within a team environment and contribute to the achievement of team goals and objectives.</li> <li>• Experience of designing and delivering a group process, and experience of bringing a group to its conclusion including reviewing and critically assessing process and outcomes.</li> <li>• Ability to relate, empathise with and be aware of the perspectives and diversities of others.</li> <li>• Ability to establish and maintain respectful relationships while promoting an understanding of trauma informed practices within a multi-disciplinary team environment.</li> <li>• Possess an understanding of the principles of recovery-oriented practice and peer work values.</li> <li>• Ability to maintain confidentiality within the guidelines and policies of Ruhama.</li> <li>• Excellent administrative report writing and IT skills including experience and competence in using a CRM software system.</li> <li>• Operating notification procedures in relation to child protection.</li> <li>• Assessing risk and managing it appropriately.</li> </ul>	
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Competencies Core	<ul style="list-style-type: none"> <li>• High motivation and enthusiasm for lived experience peer support work.</li> <li>• Operating professional and personal boundaries.</li> <li>• Managing service user records effectively while adhering to Ruhama data protection guidelines.</li> <li>• Influencing and negotiation skills</li> <li>• Respect for others</li> <li>• Commitment to health &amp; safety.</li> <li>• Ability to provide an inclusive and non-judgemental service.</li> <li>• Self-awareness and maturity.</li> </ul>	
Effectiveness & Professional Practice	<ul style="list-style-type: none"> <li>• Commitment to reflective practice, self-care and professional development.</li> <li>• Engage in reflective practice, support / supervision with designated supervisor.</li> </ul>	

### Other

- Flexibility around working hours is essential.
- Must currently have the right to remain and work in Ireland.
- Full Clean Irish driving licence and use of a car is essential.
- Ruhama operates a Garda Vetting policy which means that all candidates offered a position must complete a current Garda Vetting form. Please note: a criminal conviction does not necessarily exclude you from securing the position.

### Reporting and supervision

- **Line Management Supervision:** This position reports to the Services Manager who is the line manager for this post and who is responsible for line management supervision which is job specific (induction, probation and performance reviews, training, on the job supports, workplans). The minimum requirement for line management supervision is 4-6 weekly.
- External practice supervision is with a Lived Experience Practitioner / Peer support practitioner. This is one session every 6 weeks and will be paid for by Ruhama.

**Ruhama is an equal opportunities employer**