

Accreditation Consultants

Location: Flexible (Wales/Hybrid – Travel Required)

Request for expressions of interest.

Welsh Women's Aid is seeking interest from experienced practitioners in the field of violence against women and girls to join our pool of consultants to provide robust assessment of our member services as part of our National Quality Service Standards.

Welsh Women's Aid is the national umbrella organisation in Wales, working to end violence against women, domestic abuse, and sexual violence. We work with survivors, specialist services and partner agencies to prevent all forms of violence against women, and ensure high-quality services that are needs-led, gender-responsive and holistic.

Our membership includes 20 violence against women, domestic abuse, and sexual violence (VAWDASV) specialist services in Wales that together deliver a national network of lifesaving support for survivors of abuse. As a feminist organisation, the values and principles that inform our work continue to be founded on gender and intersectional equality, human rights, and non-discrimination, with a focus on empowerment, collaboration, integrity, and excellence.

About NQSS

The Welsh Women's Aid National Quality Service Standards form a set of accredited criteria through which dedicated specialist services addressing domestic abuse can evidence their quality. Embodying principles of participation, transparent governance, needs-led, strength based and trauma informed delivery, they set out the nature and standard of service provision necessary to enable survivors of domestic abuse to cope with and recover from their experiences of abuse.

The National Quality Service Standards also support delivering key legislation and guidance in responding effectively to domestic abuse. They have been mapped against, for example, the Violence against Women, Domestic Abuse and Sexual Violence (Wales) Act 2015 statutory guidance and the national training framework. In 2022, Welsh Women's Aid's National Quality Service Standards were aligned with Welsh Government's Information and Quality Advice Framework, meaning that successful services will receive both accreditations simultaneously.

Services are assessed against 60 standards which cover seven different areas:

1. Safety, security, and dignity
2. Rights and access
3. Physical and emotional health
4. Stability, resilience, and autonomy

5. Children and young people
6. Leadership and prevention
7. Governance and accountability

Further information regarding NQSS can be found on our website [here](#), including the [NQSS manual](#).

The Assessment Process

Accreditation cycles run twice yearly dependent on the eligibility of services, the total overall time commitment required is around 4 weeks of work, which will take place over the course of a number of months - however this could vary depending on the size of the service and volume of evidence submitted. More information on this will be provided at the interview stage.

The National Quality Service Standards assessment process consists of:

- A documentary self-assessment by the applying service, whereby the service will submit evidence against all 60 standards. This will then be reviewed by the assessor.
- A thematic case-file review
- A site visit to the service whereby the assessor will conduct interviews with the services board, CEO, management, staff, and service users and visit service delivery locations.
- The assessor will then utilise the above information to assess the service against the standards and produce a report summarising their findings which goes to the NQSS panel for review.
- A final decision made by the NQSS panel which is attended by:
 - The assessor, who is there to present their report.
 - Welsh Women's Aid CEO or another Senior Manager
 - Welsh Women's Aid Trustee
 - Member of staff from an affiliate organisation such as Respect or WAFE
 - Survivor Representative

Welsh Women's Aid are looking for consultants with the following skills & experience:

Essential:

- Experience of working with and in organisations in the violence against women, domestic abuse, and sexual violence sector (VAWDASV).
- Able to establish and maintain good relationships.
- Strong understanding of service provision and the needs of survivors.
- Excellent attention to detail and highly discerning. Able to systematically review documentation to establish compliance with relevant quality standards.
- Excellent verbal communication skills - Able to lead site visits which consist of interviews and focus groups with key professionals and service users.
- Excellent written communication skills. Able to draft reports that provide clear information and rationale for decisions.



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- Strong organisational and time management skills.
- Thorough understanding of GDPR and confidentiality.
- Ability to maintain accurate records of current information and progress. Experience of managing own workload without direction.
- Experience with quality assurance.
- Non-judgmental, empathetic and solution focused.
- Good understanding of the challenges faced by specialist domestic abuse services and opportunities for good practice.
- Shares Welsh Women's Aid's ethos and values including a commitment to intersectionality.
- Objective - Independent of specialist services, partnerships, and funders in Wales.
- Desirable:
 - Experience and/or knowledge of similar accreditation processes.
 - Knowledge and understanding of national and devolved policies in relation to VAWDASV.
 - Experience and/or knowledge of feminist led VAWDASV practice, management, and governance.

Consultants will work closely with services on a limited time basis. They will liaise closely with Services Development Officers and the Membership & Services Manager at Welsh Women's Aid and work within the terms of Welsh Women's Aid consultancy agreements. Some aspects of the assessment process can be completed remotely via submitted written evidence and Teams meetings; however, assessors will be required to travel if deemed necessary. All expenses incurred will be covered by Welsh Women's Aid in line with our policies & procedures.

This post is open to women only, including those with lived experience of being a woman under the **Equality Act 2010 pursuant to Schedule 9, Part 1**. We value diversity and are committed to ensuring that our organisation is an inclusive place to work. We encourage applications from women from all backgrounds and communities - Applicants from Black, Asian, or other ethnic minority backgrounds and people with a disability who meet the essential job criteria will be guaranteed an interview.

Benefits:

- Access to training
- Access to counselling and clinical supervision
- Access to workshops to explain the accreditation process and good practice for each assessment stage.
- The standard rate of £350 per day plus any reasonable travel and accommodation expenses accrued in line with Welsh Women's Aid policies.

For background information about Welsh Women's Aid, please see our Annual Report, Strategic Plan and further information available on our website (www.welshwomensaid.org.uk).

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Registered Charity Number: 1140962



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Application process:

Please submit an expression of interest letter explaining your suitability for the role and an example of your work and an up-to-date CV including references to: recruitment@welshwomensaid.org.uk.

Deadline for applications: **26th April**

Interviews: **Week Commencing 6th May (TBC)**

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