



**Role Title:** Champion Supervisor

**Location:** Anawim Centre

**Reporting to:** Volunteer Co-ordinator and/or champion programme working group

**Responsible for:** Champions (Women with lived experience – Volunteers)

### **Role Purpose**

The Champion Supervisor is responsible for the safe, supportive, and effective management of Champions—women with lived experience who volunteer their time to support service delivery at Anawim Centre. The role ensures Champions are well-supported, appropriately trained, and working within clear boundaries, while promoting their wellbeing, development, and meaningful involvement.

The Champion Supervisor plays a vital role in safeguarding, quality assurance, and maintaining Anawim's trauma-informed, strengths-based approach.

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### **Key Responsibilities**

#### **Champion Management & Support**

- Recruit, induct, and support Champions in line with Anawim policies
- Provide regular supervision, check-ins, and reflective support sessions
- Monitor wellbeing, capacity, and ongoing suitability for the role
- Ensure Champions feel valued, supported, and empowered

#### **Safeguarding & Boundaries**

- Ensure Champions understand and maintain clear role boundaries
- Act as the first point of contact for concerns relating to safeguarding, wellbeing, or risk

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- Respond appropriately to disclosures or concerns, following safeguarding procedures
- Ensure Champions are never placed in situations beyond their role or capability

### **Training & Development**

- Coordinate and deliver induction and ongoing training for Champions
- Identify development needs and provide opportunities for skills building
- Encourage personal growth, confidence, and progression where appropriate

### **Operational Oversight**

- Plan and coordinate Champion involvement within service delivery
- Work closely with staff to ensure Champions complement, not replace, professional roles
- Monitor attendance, engagement, and contribution of Champions
- Maintain accurate records in line with data protection and confidentiality requirements

### **Quality & Continuous Improvement**

- Gather feedback from Champions and staff to improve the Champion programme
- Support reflective practice and learning from experience
- Contribute to service development through lived-experience insight

### **Communication & Partnership**

- Act as a key link between Champions, staff, and management
- Advocate for Champions' voices while balancing organisational responsibilities
- Promote a culture of respect, inclusion, and dignity

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## Skills & Competencies

- Strong experience in supervising staff or volunteers
- Excellent communication, listening, and emotional intelligence
- Sound understanding of safeguarding and trauma-informed practice
- Ability to manage boundaries with compassion and clarity
- Organised, reflective, and calm under pressure

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## Experience & Knowledge

- Experience working with vulnerable women and/or lived-experience roles
- Knowledge of safeguarding, peer support, and volunteer management
- Understanding of recovery-focused and strengths-based approaches
- Relevant qualification or professional experience (desirable)

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## Personal Qualities

- Empathetic, non-judgemental, and supportive
- Resilient and emotionally grounded
- Values-driven and aligned with Anawim's mission
- Committed to empowerment, dignity, and hope

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## Additional Information

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This role carries significant responsibility for safeguarding and wellbeing. The Champion Supervisor must balance empowerment with protection, ensuring Champions are supported, safe, and never expected to manage risk independently.

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