



Monitoring, evaluation & learning volunteer role

Time commitment	One day per week (Monday to Friday) from 9:30 am to 5:30 pm
Minimum commitment	8 months
Link Worker	Development Manager
Location	Hybrid

About LAWA

Latin American Women's Aid (LAWA) is a community-based organisation led by and for Latin American women and children in London, working to end violence against women and girls (VAWG) since 1987.

We provide a range of different supporting services: we manage the only refuge accommodations for Latin American women and children in the UK and Europe. Likewise, we run a VAWG Advice Centre to provide support and advocacy for women from the Global Majority¹.

In addition to this, we offer crèche, English classes, counselling, a Change Maker empowerment programme, a housing policy project (WAHA) and children and young people's services.

Our mission is to work together with women and children from the Global Majority to end violence and achieve self-determination.

¹ By Global Majority we refer to the population groups that have been widely referred to as "ethnic minorities". We recognise that people of African, Asian, indigenous or mixed origin are not a minority and that, in concrete reality, the experience of whiteness is not the norm for majorities on the planet. The use of this term is a political response to the social, political and economic marginalisation of groups that, from a colonial perspective, have been treated as "minorities".

Volunteer role description

This volunteer supports the implementation of the organisation's monitoring, evaluation and learning framework, focusing on service users' voices. Their tasks include supporting the MEL framework document update; organise and update MEL tools; update and improve record keeping in our internal system; collect feedback from service users and draft recommendations; pull-out information from the system for donor reporting; and updating our donor matrix.

This role supports the strategic part of the organisation to implement our intersectional and user-centred approach in our systems.

The work will be done jointly with the Development Manager.

This volunteer role is subject to an enhanced criminal record (DBS) check paid for by LAWA.

Tasks and Responsibilities

Within the first month:

- To attend a one-day induction, which is mandatory to start volunteering.
- To carry out all assigned trainings at Atlas Citation.
- To attend Lamplight training, carried out by the LAWA Development Officer.

From the second month ahead:

- Support the update of organisational documents related to MEL.
- Carry out feedback collection with former service users and draft key points of recommendations.
- Analyse data and identify gaps in our record keeping.
- Pull-out quarterly data for internal and external reports.
- Update the system to improve the efficiency of the information recording.
- Research and feed our donor matrix, identifying new funding opportunities.
- To attend the mid-term supervision with the Volunteer Coordinator.

Standard practice:

- To work within the confines of confidentiality, ensure that professional boundaries are always maintained when working with service users, staff and external bodies, and work within LAWA's Code of Conduct.
- To ensure that the security of sensitive information is maintained.

- To work within and implement all LAWA's policies and procedures, especially those on Safeguarding, Confidentiality, Individual Support, User Involvement, and Health and Safety.

Person specification

- Excellent written and spoken communication skills in English.
- Come from a Latin American or Global Majority background.
- Working knowledge of Microsoft Office applications, information systems and database management.
- Attention to detail.
- Have a proactive attitude/ability to take her own initiative.
- Ability to work collaboratively.
- Be committed to guaranteeing and defending women's rights.
- Interest in learning result-based management, project management with a gender approach.
- Sensitivity with Gender-Based Violence related topics (as this person will speak with survivors).

Benefits of volunteering at LAWA

- Gain experience and be involved in various aspects of third-sector service provision.
- Learn about gender, intersectionality, and women's issues, through day-to-day work and training opportunities.
- Develop bonds and integrate with fellow Latin American and other Global Majority women in the UK.
- Increase your professional experience and enhance your CV.
- Access to community events and social engagements, both organised by LAWA or enabled through LAWA's facilitation.
- Food and travel allowance (within a limited budget).

LAWA's volunteer programme is open **exclusively** to Latin American and other women from the Global Majority. We encourage applications from Black Latin American as well as LGBTQ+ women.