



The Maya Centre
counselling for women

Job Pack

Partnerships and Outreach Coordinator



Key Information

Organisation: The Maya Centre

Location: London (Office and community - based)

Salary: £28,000–£30,000 pro rata

Part time: 21 hours per week (3 days)

Fixed term Contract: 3 years

About The Maya Centre

The Maya Centre is a specialist women-only organisation providing culturally responsive counselling and mental health support for women in North London. We support around 500 women each year through holistic services, including one-to-one counselling, group therapies, psychoeducational programmes, and complementary therapies.

With over forty years' experience responding to the impact of trauma and inequality, we are deepening our commitment to ensuring that women's voices shape the design of our services, partnerships, and systems.

Over the next three years, we will be working closely with VAWG, mental health, and statutory service providers across North London to strengthen access to support. We are committed to building sustainable partnerships and collaborative working relationships across sectors, improving accessibility for the women we support and those referred to us.



Job Purpose

The Partnerships Building and Outreach Coordinator will lead on developing and strengthening partnerships between The Maya Centre and community, voluntary, and statutory sector organisations, including specialist VAWG services. The primary focus of the role is to build sustainable, high-quality referral pathways that improve access to holistic, timely, and culturally responsive support for women and girls from underrepresented and global majority communities.

Outreach and one-to-one support will form a targeted and time-limited part of the role, used to strengthen access pathways and inform partnership development rather than operate as ongoing casework.

The postholder will work collaboratively with internal teams and external partners to contribute to a more joined-up and effective ecosystem across the VAWG and mental health sectors.



Key Responsibilities

1. Strategic Partnership Development (Primary Focus)

- Develop, strengthen, and sustain partnerships with specialist women's organisations, VAWG services, and community-led groups.
- Establish and maintain effective, reciprocal referral pathways that improve access to services such as safe accommodation, legal advice, advocacy, and wellbeing support.
- Act as a key liaison for partner organisations, maintaining strong, professional relationships.
- Proactively identify gaps in provision and work with partners to improve access and coordination of support.
- Promote The Maya Centre's services and encourage appropriate referrals into therapeutic support.

2. Targeted Outreach and Access Enablement

- Deliver targeted outreach activity to underrepresented communities to improve awareness and access to services.
- Work in partnership with community organisations to reach women facing multiple barriers to support.
- Represent The Maya Centre at relevant networks, forums, and community events.
- Use outreach insight to inform partnership development and service improvement.

3. Time-Limited One-to-One Support (Access-Focused)

- Provide short-term, engagement-focused support to women to enable access to partner services.
- Facilitate supported referrals, including navigation, practical guidance, and warm handovers.
- Focus on enabling access rather than providing ongoing casework or long-term support.
- Work closely with Women's Engagement and Support Workers to ensure timely handover where more intensive or ongoing support is required.

Key Responsibilities

4. Collaborative System and Ecosystem Development

- Work collaboratively with internal teams and external partners to contribute to a more joined-up system of support across the VAWG and mental health sectors.
- Participate in relevant partnership forums and local or pan-London initiatives where appropriate.
- Contribute insight from partnership and outreach work to inform service development and organisational strategy.
- Support co-production approaches by enabling service user voice to inform partnership and service design.

5. Monitoring, Learning, and Reporting

- Maintain accurate records of partnership activity, outreach engagement, and referral outcomes.
- Contribute to monitoring, evaluation, and learning processes, including reporting to funders.
- Use data and insight to identify trends, gaps, and opportunities for improvement.
- Support the development of partnership and outreach materials aligned with trauma-informed and culturally responsive practice.

6. Internal Collaboration

- Work closely with the Clinical Team to support effective referral pathways into The Maya Centre's services.
- Collaborate with Women's Engagement and Support Workers to ensure clear and appropriate transitions into ongoing support.
- Work alongside the Co-production and Lived Experience Lead to support meaningful involvement of service users.
- Share learning and intelligence from partnerships to support organisational development.

Person Specification

Essential

- Experience in community outreach and partnership development.
- Experience of collaborative working with voluntary, community, or statutory sector organisations.
- Ability to build and maintain effective professional relationships across diverse organisations and communities.
- Strong understanding of the barriers faced by women and girls, particularly from marginalised communities, in accessing holistic support.
- Experience supporting individuals to access services through referrals or navigation.
- Knowledge of social justice, equality, and trauma-informed approaches.
- Excellent communication and interpersonal skills, with confidence representing an organisation externally.
- Ability to manage competing priorities across partnership, outreach, and short-term support work.
- Strong organisational and time management skills.
- Understanding of safeguarding, confidentiality, and professional boundaries.

Desirable

- Knowledge of housing needs and safe accommodation for survivors of VAWG.
- Knowledge of mental health, welfare, and housing support systems and referral pathways.
- Experience contributing to partnership initiatives, networks, or system improvement.
- Experience using monitoring, evaluation, or data to inform service delivery.
- Experience of co-production or working with lived experience groups.
- Lived experience relevant to the communities served (appropriately supported).

Person Specification

Personal Attributes

- Values-driven, with a strong commitment to dignity, inclusion, and equity.
- Confident and proactive relationship-builder.
- Collaborative and able to work effectively across teams and organisations.
- Reflective, adaptable, and able to work with complexity and change.



To Apply

Female applicants only

This role is exempt under Schedule 9, Part 1 of the Equality Act 2010, as it is a genuine occupational requirement for the postholder to be female due to the nature of the services provided.

To apply

Please send your CV and a Personal Statement of no more than 4 one sided A4 pages, explaining how your experiences, skills and knowledge aligns with the requirements in the Person Specification section.

Note: CVs without a Personal Statement will not be considered.

Deadline to apply is 6th April 2026, 12 pm.

Interviews will be scheduled for the week commencing 12th April 2026.

Applications will be assessed on a rolling bases.

If you have any questions, please email admin@mayacentre.org.uk.