

Edinburgh Women's Aid Ltd.

Job Description

JOB TITLE:	Duty/High Risk Support Worker (WSS) 6 month contract
RESPONSIBLE TO:	Duty Service Senior Worker
SALARY:	£23,032.83-£25,235.46 Pro-rata
HOURS:	17.5 hrs per wk Monday - Friday
HOLIDAY ENTITLEMENT:	25 days annual leave plus 10 public holidays pro rata

Job Purpose

The role of the Duty/High Risk support worker is to provide confidential, safe and supportive information service to women and agencies who contact EWA through the crisis phone line and/or 'drop in' service. Where appropriate, also assess women and any accompanying children who are affected domestic abuse, for refuge accommodation and complete admission procedures.

Main Duties

- To provide a professional and supportive service across all EWA women's services, either through our drop-in service, by telephone or by contact with another person or organisation
- To respond appropriately to women who are emotional or in a distressed state and provide an empathetic approach, assessing the situation and identifying the needs of both the women and any accompanying children to ensure women's safety and enable women to make informed choices
- To advise and sign post women for information on their welfare rights, legal rights, housing options or Child Support procedures and, if appropriate, advocate for women with other agencies and professionals
- To accompany women to appointments as identified through a safety and support plan
- To assess women for refuge accommodation and carry out admissions as appropriate
- To ensure all necessary documentation is completed prior to admission
- To ensure women and any accompanying children have essential requirements for going into refuge
- To adhere to recording, administration and documentation procedures and EWA policies
- To assist with the running of our service by being flexible in your approach to this post and carrying out other duties as requested by management that are consistent with this post

Other Duties

The post holder will be expected to fulfil certain responsibilities to ensure that EWA provide a professional and consistent service. You will be expected to ensure that:

- Health and Safety procedures are adhered to in the office base.

- Ensure all contacts and incidents are recorded daily and keep stats as requested and provide regular written reports for the Board on activities/stats
- Ensure information and forms are passed to relevant members of staff
- Ensure information sources within the office are kept up to date
- To participate in regular evaluation to ensure the service continues to meet the needs of service users
- Attend and participate at team meetings and training
- Participate in regular support and supervision
- In co-operation with the Senior, develop a personal skills and training development plan
- To assist with the running of our service by being flexible in your approach to this post and carrying out other duties as requested by management that are consistent with this post

PERSON SPECIFICATION

<i>Essential requirements</i>

<p>An understanding of domestic abuse and the effects of abuse on women and their children</p> <p>Recognised qualification (e.g. Social Work, Community Education, SVQ Level III or higher) or willingness and eligibility to work towards a qualification</p> <p>Ability to register as a Housing Support worker with the SSSC</p> <p>Understanding of the SSSC codes of practice and National Care Standards</p> <p>The ability to listen to women and advocate on their behalf</p> <p>Experience of providing support to vulnerable women</p> <p>Knowledge of current housing, welfare and benefits procedures</p> <p>Comprehensive understanding of child protection and adult support and protection procedures</p> <p>Ability to keep records to the required standard</p> <p>Experience of collating information and writing reports</p> <p>Good written and verbal communication skills</p> <p>Subscription to and a willingness to work within the ethos of a feminist analysis of abuse</p> <p>Ability to work on own initiative and manage your caseload in a busy environment</p> <p>Computer literacy</p>
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<i>Desirable requirements</i>

<p>Knowledge of Immigration status rights</p>
