

EDINBURGH WOMEN'S AID

JOB DESCRIPTION

JOB TITLE:	Senior Shift Support Worker 24 hr Refuge
RESPONSIBLE TO:	Operational Manager
SALARY:	£26,036 - £28,835 pro rata (SCP 27-30) (£23,804.34 - £26,363.43 for 32 hours per week)
HOURS:	32 hours per week, fixed shift pattern
HOLIDAY ENTITLEMENT:	25 days annual leave plus 10 public holidays pro rata
CONTRACT:	1 Year Fixed Contract

Job Purpose

To support the provision of a safe, professional and supportive service for women across the Women's Support Service, who have experienced or are at risk of domestic abuse.

Main Duties

- Providing day to day support and supervision to refuge staff, including assessing and allocating work in conjunction with other senior colleagues and the manager.
- Assessing and supporting the improvement of practice within the refuge team.
- Assessing, with the woman, her support and safety requirements and developing with her a support package which is tailored to her risks and needs.
- Providing practical and emotional support in an empowering way as part of a planned input to support women to recover from domestic abuse.
- Creating a safe environment for women and any accompanying children who use EWA services.
- Responding appropriately and empathically to women who are emotional or in a distressed state.
- Accurately and appropriately advising women of their welfare rights, legal rights, housing options, benefits and child support options.
- Assisting women with necessary paperwork for application for housing benefits and other services to enable women to make informed choices and decisions.
- Providing advocacy support in respect of the above options if required or requested.
- Proactively developing an inter-agency approach to working with women.
- Ensuring that organisational policies and procedures are followed and developing policies and procedures from time to time.

Other Tasks

- To work to the SSSC code of practice for support workers and national standards for care – housing support services.
- Ensure EWA policies and health and safety procedures are updated and implemented throughout the team.

- To provide support to the manager by ensuring that the team has clear comprehensive records and supporting effective reporting for service delivery, funder requirements and monitoring and evaluation purposes.
- Actively participate in personal and team development including attending support and supervision, team meetings, training and appraisals.
- Provide training, information and advice to other professionals, agencies, and individuals on domestic abuse and EWA services to increase referrals.
- To organise and lead social/group opportunities for women who are using EWA services and to use the feedback from such events to develop EWA services.

Refuge Specific Tasks:

- To ensure the refuge accommodation is available, prepared, and ready for occupation, supporting quick turnover to enable new service users to move in.
- To ensure that all necessary paperwork relating to EWA accommodation is completed
- To familiarise women and any accompanying children with the appropriate EWA environment, regulations, expectations and safety procedures.
- To ensure current residents are aware of new placements and to introduce them to each other.
- To ensure the refuge building and gardens are maintained to a high standard and remain in good repair and decoration.
- To appropriately manage conflict within refuge.

Essential requirements

- An understanding of domestic abuse and the effects of abuse on women and children.
- Ability to practice in accordance with the ethos of a feminist approach to domestic abuse.
- Ability to lead and to support colleagues to reflect and continuously improve their practice.
- Experience of providing person centred, empathic and empowering support to women with substance misuse and/or mental health issues and/or other vulnerabilities.
- Ability to maintain work records and to keep appropriate monitoring and evaluation records to a very high standard.
- Ability to assess the needs of women and their children and to support ongoing development of a service that meets their needs.
- Experience of collating information and writing reports for a variety of audiences.
- Experience of partnership working, public speaking and delivering training.
- Computer literate.
- Ability to manage a complex caseload and work on own initiative in a busy environment.
- Non-judgemental and anti-discriminatory approach.
- Comprehensive understanding of child protection and adult support and protection procedures.
- Ability to register as a supervisor with the SSSC.
- Understanding of the SSSC code of practice and National Care Standards.

Desirable requirements

- Experience of providing support, supervision, staff development and task allocation.
- Experience of supporting women on a one to one basis.
- Experience of conflict management.
- Experience of working with domestic abuse.
- Knowledge of current housing, welfare and benefits procedures.
- Experience of policy development.