



Job Description

Job title: Women's Support Worker

Salary £12.02 per hour, full time 35 hours per week

Main Purpose: To provide all necessary and appropriate support for women experiencing Domestic Abuse contacting West Lothian Women's Aid and using its services.

Direct line manager: Deputy Manager

Volunteer responsibilities: Women's support volunteers

Duties¹

Support service

To deliver support to individual women within safe accommodation, our central office or other community locations across West Lothian as agreed; including:

- Provide general emotional support and information on housing, benefits; legal and other issues;
- Obtain refuge or temporary accommodation for families fleeing domestic abuse either locally or nationally;
- Assist service users to complete official forms e.g. housing applications, benefit forms;
- Liaise with relevant professionals, agencies and individuals on behalf of service users;
- Assist the service user to engage with relevant professionals and accompany her to appointments if required;
- Provide background reports for other agencies and letters of support for service users
- Act as a key worker for individual women.
- Develop individual support plans in conjunction with each woman.

¹ A duty is defined as an undertaking which each individual must personally do.

- Deliver one-to-one and groupwork support sessions for women at times suitable to them.
- Welcome families or individual women to the refuge, completing all required procedures
- To support women to transition from safe accommodation into their own housing
- To offer an outreach support service to women living in the community.
- Provide appropriate support for individual women as necessary including arranging and attending meetings with health, education, social work, police and solicitors.
- Ensure compliance with all relevant policies and practices of the organisation and that all necessary records and paperwork are complete and up-to-date.
- Provide cover for services as appropriate and requested by the Deputy Manager.
- Basic maintenance at refuge and office as required e.g. preparing flats for new admissions and changing light bulbs etc; and notification of issues to Deputy Manager
- Participate in the on-call out of hours duty rota

Strategic planning and organisational development

- Contribute to the development and implementation of WLWA's business plan, annual report and other corporate publications and documents.
- Contribute to the review of effectiveness and quality of service delivery.
- Facilitate stakeholders, in particular survivors of domestic abuse, to participate in the work of WLWA.
- Contribute to the collation of statistics and other evidence necessary for strategic planning, fundraising and organisational development.

Influencing and networking

- Represent the organisation externally including attending relevant events, networks, committees, working groups, fora, and other bodies as requested by the Manager.
- Work in partnership with Scottish Women's Aid, the wider Women's Aid network and other relevant partners, contributing to local and national campaigns that further the aims of Women's Aid and challenging domestic abuse.
- Contribute to the maintenance of a positive and supportive atmosphere within West Lothian Women's Aid.

Other

- Positively promote and implement the feminist analysis of domestic abuse.
 - Attend training or other professional development activities as required to effectively perform the role of Women's Support Worker.
 - Supervise volunteers as appropriate.
 - Other reasonable duties, roles, training or other activities as and when required and agreed with the Manager
 - This post deals with confidential information regarding service users at high risk of serious harm. It therefore requires a high level of integrity and good practice in relation to confidentiality.
- ***This job description cannot cover every issue or task that may arise within the scope of the post. The post-holder will be expected to carry out other duties from time to time which are broadly consistent with the duties as detailed above.***
 - ***The above post is subject to a successful application to the PVG scheme membership to carry out regulated work with adults and children.***
 - ***Women only (including trans women) need apply for this post under paragraph 1 of Schedule 9 of the Equality Act 2010.***
 - ***Post holders should have a commitment to the gendered analysis of domestic abuse.***

Person Specification

Requirements	Essential / Desirable
1. Knowledge 1.1 Knowledge & commitment to the feminist analysis of domestic abuse 1.2 Knowledge of child protection procedures and adult support and protection procedures 1.3 Understanding of the issues and support needs of women who are experiencing domestic abuse	Essential Desirable Essential
2. Experience 2.1 Minimum of 2 years' experience of working with vulnerable client groups and of casework 2.2 Relevant SSSC qualification 2.3 Experience of interagency work when providing support	Essential Essential Essential
3. Abilities – skills and aptitudes 3.1 Able to work in ways that empower and encourage participation of women 3.2 Able to engage with and develop relationships with women within professional boundaries	Essential Essential

3.3	Able to communicate effectively both orally and in writing and to maintain up to date and accurate records	Essential
3.4	Able to work with confidential material appropriately	Essential
3.5	Able to work on own initiative, lone work and as part of a team	Essential
4. Personal Qualities		
4.1	Commitment to promoting women's rights agenda	Essential
4.2	Commitment to working in an inclusive and anti-oppressive manner	Essential
4.3	Commitment to developing and implementing a range of creative methods and programmes which support women who experience domestic abuse	Essential
4.4	Willingness to undertake appropriate and relevant training	Essential
5. Circumstances		
5.1	Availability to work occasional late afternoons, evenings and weekends	Essential
5.2	Availability to participate in the on-call rota to provide out of hours support	Essential
5.3	Clean drivers licence and access to a car	Essential

A car with clean driver's licence is essential for this role.

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