

**Job Description**

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| Job Title | Women’s Support Worker  |

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| Core purpose of Job | As Women’s Support Worker within WAEML you will provide the highest possible standard of support to women, children and young people who have been subjected to domestic abuse and are accessing the service.  |

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| Salary & Hours | £21,559 to £23,310 per annumThe post holder will be expected to work 35 hours per week, ideally to be worked over five days. All staff must work on a Wednesday.  |

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| Organisational Position |  |
|  | Reporting directly to the Team Leader, the Support Worker is expected to work with minimum supervision and deliver support to women who have been subjected to domestic abuse. You will be expected to deliver office based and outreach support to women across the East Lothian & Midlothian areas. |

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| Job Tasks | ***Service Provision:**** To provide emotional and practical support over the telephone or face to face to women who have been subjected to domestic abuse.
* Staff the duty service to provide emotional, practical support and information at point of contact i.e. in person or telephone to women who have been subjected to domestic abuse.
	+ Ensure the support centres are adequate and available for purpose.
	+ Manage and process referrals on our case management database (OASIS).
	+ Collaborate with colleagues in order to assess a woman’s suitability for refuge and decide on appropriate support either from WAEML or another suitable organisation.
* To meet with women as a key worker on a regular and planned basis, developing and reviewing individual support plans and risk assessments.
* To complete in partnership with women, all necessary paperwork and begin the process of applying for housing benefit and any appropriate income benefits.
* To prepare relevant reports for children’s panels, court proceeding or case conferences where necessary and accompany women to such meetings as the need arising.
* To assist in the provision of social/group opportunities for women accessing WAEML services.
* Help develop positive working relationships with key partner agencies and stakeholders.
* Liaise and work collaboratively with all other WAEML workers to ensure the smooth running of the service and provision of integrated family support.
* Promote the work of WAEML in the local and wider community, helping to raise awareness of domestic abuse.
* Work within and comply with organisational policies, procedures legislation and regulatory and funding bodies.
* Keep up to date with changes in legislation and working practices and ensure national care standards and SSSC requirements are met at all times. Participate in development, monitoring and evaluation of the service as required.
* Perform administrative tasks in a timely way to ensure smooth running of the service. Provide quantitative and qualitative information on support and related issues regularly and written reports, as required.
* Support the managers and colleagues in achieving team and WAEML objectives, regularly attending team/ other relevant meetings. Work collaboratively, assisting colleagues as appropriate.
* Work with the Managers in taking a proactive role in promoting equality and anti-discriminatory practice throughout all aspects of the work.

The above list is indicative only and not exhaustive. The post holder is expected to carry out all such additional duties as are commensurate with the role.  |
|  | ***Other associated matters***The post is open to women only (Equality Act 2010 Work Occupational Requirement Exception, Schedule 9 Paragraph 1)The worker must be able to drive and have access to their own vehicle. It is the workers own responsibility to ensure their insurance covers use at work including transporting passengers. The post holder must attend regular supervision meetings with their line manager.Staff may be required to work occasional weekend and evening work. Time off will be granted in lieu of any hours worked over the normal working week as a consequence of or in the interest of service delivery.This post has funding secured until the end of August 2020. Continuation of the post will be determined by future funding.  |
|  | **Benefits of Working with WAEML**The annual leave entitlement is 6 weeks of annual leave per year, this increases to 8 weeks after one year of service. Annual leave entitlement includes 2 weeks (10 days) of public holiday entitlement. The annual leave year runs from 1st April. Staff who complete 6 months service will be opted into Westfield Health policy, staff may increase the benefits of this policy at their own cost. Eligible staff are automatically enrolled in a workplace pension scheme, WAEML makes a 5% contribution. WAEML as an employer is registered as:* Living Wage Accredited
* Disability Confident
* Cycle to Work Scheme
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