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**Job Description**

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| Job Title | Domestic Abuse Support Worker |

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| Core purpose of Job | As Domestic Abuse Support Worker within Women’s Aid East and Midlothian (WAEML) you will provide the highest possible standard of support to women, children and young people who have experience of domestic abuse and are referred for support via the East Lothian and Midlothian Domestic Abuse Referral Pathway and MARAC. This role will be focused on working with women who are at the highest risk by undertaking the core functions of the Safe Lives Independent Domestic Abuse Advisor (IDAA) role. You will be required to work within the multi-agency risk assessment conference (MARAC) framework providing short to medium crisis intervention, for up to 12 weeks; the main aim being to work with women and partner agencies to reduce risks faced by women and children, and advocate on their behalf.This post will be hosted within the Domestic Abuse Service, East Lothian and Midlothian Public Protection Office. |

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| Salary & Hours | £23,947 – £26,236 per annumSalary is paid on the 28th of each month in arrears. The post holder will be expected to work 35 hours per week.  |

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| Organisational Position |  |
|  | Reporting directly to the Midlothian Service Manager, the Domestic Abuse Support Worker is expected to work with minimum supervision and deliver a short term, responsive support to women who have experienced domestic abuse. You will also be expected to deliver support largely by telephone and video conference but office based appointments and outreach visits may also be required. This post will be based with the East and Midlothian Public Protection Office, currently located at the Brunton Hall, Musselburgh, but in line with local East Lothian Council Covid-guidance, a blended approach of home and office working may be in place.Line management and supervisory responsibilities will be held by WAEML. Day-to-day allocation of work and case consultation will be managed through existing EMPPO Domestic Abuse Service structures.  |

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| Job Tasks | 1. To respond to new referrals generated via the Domestic Abuse Referral Pathway following reports of domestic abuse incidents to Police Scotland.
2. To manage a caseload of clients providing information, advocacy and support in relation to recent experiences (within the last 3 months) of domestic abuse to those assessed as being at high risk from an abusive partner/ex-partner.
3. Provide a support service to women with experience of domestic abuse who are referred to the MARAC process. This will involve:
	* Contacting women referred to MARAC , offering crisis intervention in the short to medium term, explaining the MARAC process and sensitively gathering information about the women’s views
	* Carrying our risk assessments to support women to identify and take action to address any concerns she may have for her own and her children’s safety and wellbeing, helping to identify actions that could be taken by her and by services to help reduce risk
	* Acting as key worker assisting women through relevant individual support issues using a person centred approach to support her empowerment this will involve providing advocacy, emotional and practical support and information to victims in relation to legal options, housing, health and finance as well as helping her access support from other agencies.
	* Working directly with key partner agencies to address the safety of high risk victims and ensuring that their safety plans are coordinated particularly through the MARAC and that feedback is provided to women and to the MARAC co-ordinator
4. Attend East Lothian and Midlothian MARAC meetings, providing input on the risks women feel they face and advocating for actions which will reduce risk as required ensuring the victim/survivor’s views are heard. Provide feedback to women after the MARAC meeting.
5. Liaise with, develop and sustain good working relationships with agencies across East Lothian and Midlothian who have a remit to provide services to those experiencing domestic abuse. Take part in appropriate multi-agency working groups.
6. Maintain accurate manual and computer based client records (in accordance with data protection and GDPR)
7. Provide statistical information, prepare and present verbal /written reports and contribute to effective monitoring and evaluation of MARAC as required, including reporting on identified gaps between and within services and carrying out systemic advocacy as required.
8. Promote the work of WAEML and the EMPPO in the local and wider community, helping to raise awareness of domestic abuse. Support the promotion of WAEML’s public and media profile, attending appropriate meetings and events on behalf of WAEML as required. Take part in preventative, educational and multi-agency work. Work collaboratively with Scottish Women’s Aid and take part in local/ national multi-agency training and partnership work.
9. Contribute to the delivery of multi-agency training and briefings and share expertise of the IDAA role. Assist in the development and maintenance of service user information.
10. 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.
11. Support your manager and colleagues in achieving team and WAEMLs objectives, regularly attending team/ other relevant meetings. Work collaboratively, assisting colleagues as appropriate. Take a proactive role in promoting equality and anti-discriminatory practice throughout all aspects of the work.
12. Work within WAEMLs organisational financial policies and guidelines. Assist with WAEML fundraising as required.
13. Perform other duties as reasonably required by WAEML’s management team and show commitment to ongoing personal development.

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 will be required to complete the IDAA training provided by Safe Lives.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. |
|  | **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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## **PERSON SPECIFICATION**

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| **Qualifications, training and relevant experience** | **Essential**  | **Desirable** |
| Proven track record in providing advocacy or support services to survivors of abuse | E |  |
| Relevant/appropriate qualification (e.g. Counselling, Women’s Studies, Support Skills, relevant SVQ or equivalent etc.) to meet the requirements of SSSC Registration (Housing Support Worker) | E |  |
| Experience in working with a range of multi-agency partners  | E |  |
| Commitment to undertake the Safe Lives Independent Domestic Abuse Advisor (IDAA) qualification, if not already held. | E |  |
| Safe Lives IDAA qualification |  | D |
| Evidence of domestic abuse training of other training on wider Violence Against Women and Girls. |  | D |

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| **Competencies** | **Essential**  | **Desirable** |
| Understanding of the impact and prevalence of domestic abuse on women, children and young people  | E |  |
| Understanding of current legislation and best practice in relation to domestic abuse | E |  |
| Ability to build good trusting relationship with people who have experienced abuse  | E |  |
| Experience of providing support, crisis intervention and safety planning with vulnerable client groups.  | E |  |
| Understanding of court systems and processes of protection for children and vulnerable adults |  | D |
| Understanding of other Public Protection Processes (such Child Protection and Adult Support and Protection) | E |  |
| Excellent written and verbal communication skills  | E |  |
| Competent organisational & IT skills; ability to maintain manual and electronic records.  | E |  |
| Ability to prioritise, meet deadlines and work well both as an individual and within a team  | E |  |
| **Personal qualities** | **Essential**  | **Desirable** |
| Articulate and effective communicator | E |  |
| Self-motivated, enthusiastic and co-operative | E |  |
| Sensitive and empathic | E |  |
| Commitment to continued personal and professional development | E |  |
| **Special requirements** | **Essential**  | **Desirable** |
| Commitment to equal opportunities and anti-discriminatory practice  | E |  |
| Able to work flexibly and to do occasional evening and weekend work | E |  |
| Ability to travel within and out with East Lothian and Midlothian - full driving licence and access to own transport with business user motor insurance or otherwise able to travel, to collect and transport service users | E |  |
| Membership of PVG Scheme required | E |  |

## **Organisational culture**

Women’s Aid East and Midlothian is committed to providing a high standard of service to its service users and other stakeholders. The post holder must subscribe to the feminist analysis of domestic abuse, and share a commitment to achieving the aims and objectives of Women’s Aid East and Midlothian.