

**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 experience of domestic abuse and are accessing the service.  |

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| Salary & Hours | SJC Scale (points 19-22) £19,634 – £21,221 per annum Salary is paid on the 28th of each month in arrears. The post holder will be expected to work 35 hours per week. Hours are worked Monday – Friday although occasional evening and weekend work may be required. |

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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 experienced domestic abuse and live within WAEML’s accommodation. You will also be expected to deliver re-settlement support to help families when they move out of our accommodation and staff the duty service on a rota basis.  |

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| Job Tasks | ***Service Provision:**** To assess a woman’s suitability for WAEML accommodation and decide on appropriate support either from WAEML or another suitable organisation.
* To ensure that accommodation is prepared and ready for occupation.
* To provide emotional and practical support to women who live in WAEML accommodation.
* To meet with women as a key worker on a regular and planned basis, developing and reviewing individual support plans and risk assessments.
* To meet with women who are admitted to WAEML accommodation in order to familiarise them with the environment, regulations, expectations and safety procedures.
* To complete with women, all necessary paperwork and begin the process of applying for housing benefit and any appropriate income benefits.
* To collect rent, TV licence money and other payments due to the organisation.
* 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.
* To ensure that women leaving WAEML accommodation have resettlement support plans in place and that all necessary paperwork has been completed.
* To provide practical assistance to women moving into their new tenancy (i.e. sourcing grants to furnish their homes, getting to know the local area).
* To assist in ensuring that WAEML accommodation is suitable and well maintained. This will include organising any necessary stock control, repairs, decoration, building and garden maintenance and that accommodation meets any necessary health and safety regulations.
* 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 experience of domestic abuse.
* 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 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 and monthly group supervision with an external provider (determined by WAEML).WAEML makes an offer 5% contribution to a pension plan.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.The annual leave entitlement is 28 days per year, this increases to 40 days after one year (this includes pro rota of 10 public holidays per year). 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. |