



WOMEN'S SUPPORT WORKER – REFUGE BASED ROLE PROFILE & PERSON SPECIFICATION

Number of Hours:	Full Time, 35 Hours per week
Salary Scale:	£26,412 starting salary [depending on experience]
Accountability of post:	The post holder will be line managed by and accountable to the Clackmannanshire Women's Aid [CWA] Housing Support Service Team Leader for the performance of the tasks described below.
Main purpose:	To provide housing & support services to Women who have been subjected to domestic abuse. The post holder will work directly with women offering crisis intervention, information, support, and advocacy services.
Location of post:	Refuge Based, Clackmannanshire

MAIN TASKS AND RESPONSIBILITIES:

- As an employee with Clackmannanshire Women's Aid, you will provide the highest possible standard of support to women, children and young people who are or who have experienced domestic abuse.
- To ensure, along with other employees, that families are welcomed and supported on their arrival and during their stay in refuge.
- To maintain accurate and up to date records in accordance with Clackmannanshire Women's Aid policies and procedures.
- To ensure all relevant paperwork is completed, and women's individual needs are being met by carrying out risk assessments and undertaking support planning in consultation with women.
- To maintain confidentiality of women, children and young people accessing the service, and ensure that all confidentiality agreements are signed, and database entries accurately updated in line with GDPR requirements.
- To provide practical and emotional support to women who are living in refuge, or receiving support in other areas of the service, such as Follow-on or Outreach.
- Provide assistance with applications for benefits, grants and registration with health services.
- Ensuring, along with other employees, that the terms of the Occupancy Agreement and Refuge Rules are adhered to, which will involve collecting service charges from women who are staying with us.
- Facilitate a safe and positive environment for women, children and young people living in refuge.
- To facilitate a regular social group in conjunction with service users.
- To facilitate group work for women.
- Promote effective partnership working and develop strong links with professionals from external agencies and members of the community to maximise the support available to women.
- In consultation with women, you will organise appointments with relevant agencies and accompany them if required.
- Encourage and empower women to maintain their independence and use appropriate partnership services to meet their individual needs.
- To provide information on local activities and events to assist families to integrate into the local community.
- To assist women to move on from refuge into their new accommodation by assisting with housing applications and offer Follow-on Support in the new tenancy.
- Ensuring that refuge premises are cleaned, when vacated, fully equipped, ready for occupation and good standards of infection control are maintained along with a Covid-19 Risk Assessment.

- Ensuring that health & safety, repairs and maintenance of the refuge and gardens are dealt with appropriately.
- Having the ability to work on your own initiative but also liaise closely with other employees to ensure all aspects of the service are covered, which includes working flexibly to meet the needs of the service.
- To meet annual targets as part of the Staff Team and, agree the targets in partnership with the Team Leader, CEO/Senior Leader and the Finance & Admin Manager and regularly reviewing progress as part of a development plan.
- To ensure accurate record keeping on CWA's CRM system and ensure that case notes meet partner, funder and stakeholder requirements to capture outcome data and to complete funder reports as and when required.
- Participate in Team Meetings.
- To work closely with the Staff Team to develop and sustain relationships with a range of funders, partners, policymakers, and other external stakeholders.
- To participate in the monitoring, evaluation, reporting and continuous improvement of the Clackmannanshire Women's Aid services.
- To promote the work of Clackmannanshire Women's Aid and the rights & needs of women who experience domestic abuse with other service providers and policy makers.
- To be responsible for handling and recording petty cash.
- Always maintaining professional boundaries when working with service users, staff and external bodies in accordance with Clackmannanshire Women's Aid policies and procedures, Health and Social Care Standards, SSSC Guidance, SWA National Service Standards.
- Attend relevant trainings to promote your professional development and enhance knowledge base.
- To work in partnership with Scottish Women's Aid and the wider Women's Aid network, contributing to local and national campaigns that further the aims of Women's Aid.
- Any other duties commensurate with the grade and level of responsibility of this post, for which the post holder has the necessary experience and/or training.

PERSON SPECIFICATION

	Essential / Desirable
Education, Training & Qualifications	
Practice Qualifications: Any qualification in the Housing Support Supervisory or Management Category, HNC in Social Services, SVQ in Social Services & Healthcare – SCQF Level 6, Or equivalent, as listed on the SSSC website	Essential
Experience	
Experience of providing support and information to vulnerable people including crisis intervention, assessment of risk, safety planning, carrying a caseload, multi-agency, advocacy, and information	Essential
Experience of supporting women in a housing support service or refuge	Essential
Experience of liaising with a range of partner agencies and advocating on service users' behalf	Essential
Experience of preparing and delivering presentations	Desirable
Knowledge	
Demonstrate an understanding of the dynamics, impact, and scale of domestic abuse and other forms of gender based violence [GBV]	Essential
Demonstrate an understanding of current legislation, policy initiatives and best practice in relation to Domestic Abuse, GBV and Child Protection	Essential
Demonstrate an understanding of and commitment to equal opportunities and anti-discriminatory practice and to work with the values of CWA	Essential
Demonstrate an understanding of the different skills required for working with survivors of abuse over the telephone compared with face to face	Essential
Demonstrate a thorough understanding of Microsoft Office 365	Essential
Skills & Competencies	
Demonstrate excellent organisational skills, including the ability to prioritise under pressure and to work to tight deadlines	Essential
Demonstrate a non-judgemental and empathetic approach	Essential
Demonstrate an ability to anticipate problems and to identify solutions to minimise problems	Essential
Demonstrate ability to be flexible, manage change and adapt to new ways of working	Essential
Demonstrate ability to work on own initiative and as part of the staff team	Essential
Demonstrate excellent communication skills -written and verbal	Essential
Demonstrate ability to manage personal wellbeing in a challenging work environment	Essential
Demonstrate ability to recognise and maintain professional boundaries	Essential
Demonstrate ability to use active listening skills and open ended questions to ensure complex issues are understood	Essential
Special Requirements	
A requirement to work a variable shift pattern which may include evening and weekend working	Essential
Membership of PVG or willingness to join	Essential
Full driving licence & access to own transport and willingness to travel throughout Clackmannanshire	Essential
Ability to have business user motor insurance as you will be using your own car for business use	Essential