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|  | **2021** |

**information pack**

**Senior women’s services domestic abuse practitioner**

* **Contract: permanent**
* **SALARY:**

**£30,501 per annum (£16.76 per hour)**

* **hours of work:**

**35 hrs p/wk**





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March 2022

Dear Applicant,

Thank you for your interest in applying for a post at Dundee Women’s Aid. Please find enclosed the following documents: -

* Guidance on completing your application
* DWA Commitment to Service Users
* Equal opportunities Information
* Job Description and Person Specification

**Please do not send a curriculum vitae as this will not be considered.**

**Women only need apply under Schedule 9 (part 1) of the Equality Act 2010.** The successful candidate will be required to join the PVG scheme. Dundee Women’s Aid positively welcomes applications from women within all sections of the community.

Should you wish receipt of your application to be acknowledged, please enclose a stamped addressed envelope with your returned application form. For applications submitted by email, you should receive an automated response confirming receipt of your email, please check junk/spam folders. Please note, all applications and relevant recruitment documents will be held confidentially and destroyed 6 months after the closing date, apart from documents relating to the successful applicant.

**The** **closing date for applications is Friday 8th April 2022.**

If we have not contacted you by Tuesday 12th April, regretfully your application has been unsuccessful on this occasion.

**Interviews are expected to be held on 14th & 15th April 2022. Invitations to interview are normally sent by email to the address supplied by you on your application form.**

We look forward to receiving your completed application form.

Yours faithfully

Mary Miller

CEO

1. Guidance On Completing Your Application Form

As part of Dundee Women’s Aid’s commitment to equal opportunities, candidates for each post are treated equally. Application forms are the only basis on which the first selection is made to decide whom to call for interview. Therefore, only information, which appears on the form (and continuation pages), can be considered. It is **very** important that your completed form contains both the information we want about your skills and experience and the information you want to give us. These advice notes are intended to help you to complete your form effectively.

1. Before starting your application, please ensure you have downloaded the three documents relevant to the post

* Information Pack (This document)
* Application Form
* Equal Opportunities Form

1. Please read all the information provided especially the job description and person specification. These outline the duties you would be expected to carry out in this post and lists the skills, knowledge and abilities that the short listing/interview panel will be looking for.
2. The application form should be completed in black ink or typescript. Please do not adjust the size of any boxes, fonts or the layout of the application form as this could affect your application.
3. Question 6 (Meeting the Person Specification) asks you to note down your general experience using no more than 2 A4 sides of paper and is the most important part of your application. **This is your chance to explain why you are suitable for the job.** It is not enough to say you have the experience – you must demonstrate experience and skills with specific examples. Relevant experience may be from your current or previous jobs or from out with formal employment.
4. If you need to use an additional sheet of paper, please indicate the name of the post and the relevant section of the application form on the top of the sheet. **Do not send your CV in addition to or in place of a completed application form as it will not be considered by the short-listing panel.**
5. Membership of the Protection of Vulnerable Groups Scheme is required as part of the job. Please remember to complete the Disclosure of Criminal Convictions section of the application form. This form will only be considered by the interviewing panel if you are short-listed.
6. Completing the Equal Opportunities Monitoring Form is voluntary, but the information requested here is useful as it allows us to monitor the effectiveness of our policy of equal opportunities in employment.
7. References are normally taken up for the short-listed applicants before interview. If you do not wish one or both references to be taken up at that point, please indicate on the relevant page. It is our policy not to make an unconditional job offer without taking up references.
8. Before submitting your application, you may find the following checklist helpful:

o Application form included in email/ envelope

o Equal opportunities in *separate* email/envelope (if chosen to provide)

1. All parts of the application form must be completed. Sign, date and return by email to:[**opportunities@dundeewomensaid.co.uk**](mailto:opportunities@dundeewomensaid.co.uk)or bypost to: **Recruitment, Dundee Women’s Aid, 47 Blinshall Street, Dundee, DD1 5DF.**
2. Application forms must arrive **before** 8:00am on the closing date. **Forms arriving late will not be considered**. Please allow for delays in emails or postal services when returning your application form. If you intend to hand deliver your application form, please submit it during office hours: Monday-Friday, 9:00am-4:30pm.
3. Child Protection Statement

Dundee Women’s Aid (DWA) is committed to promoting the rights of children and young people. We are committed to upholding their right to be protected from abuse and harm and upholding their right to be involved in decisions that affect their lives. We believe that the welfare of children and young people should always be the most important consideration in decisions that affect them.

***Policy Aims***

Our Child Protection Policy has been produced by DWA to help encourage and maintain an environment where all children are valued and their right to safety is upheld and to ensure that the risk of children being harmed or abused is reduced.

***Safe Recruitment***

DWA will take all reasonable steps to ensure that unsuitable people are prevented from working with children through the use of safe recruitment processes. DWA Recruitment and Selection Policy provides more information on the steps that DWA will take to achieve this.

***Child Protection***

Child protection is about protecting children from intentional or unintentional abuse and harm. Some forms of abuse include neglect, physical, sexual and emotional abuse.

All DWA workers have the following responsibilities:

* Respecting and promoting the rights, wishes and feelings of children
* Recognising and being alert to the signs that children may need protection
* Taking appropriate actions to protect children who are at risk
* Work with families, within DWA and across agencies to support and protect children who are at risk
* Maintaining up-to-date records that detail concerns and risk factors in a child’s file
* Actively managing the sharing of information with other agencies when a child is in need of protection
* Keeping informed of current developments and understanding information about data protection, confidentiality, and other legal issues that impact on child protection
* Attending appropriate training in relation to child protection.

***Confidentiality in Child Protection***

Where DWA workers have concerns in relation to child protection, they will act in accordance with DWA child protection procedures. This may mean that confidentiality between the service user and worker cannot be maintained

We will make every effort to discuss child protection concerns with the service user/s involved, any actions that we plan to take, and will seek the service user’s consent about disclosing information before instigating any child protection procedures. However, there may be instances where this is not feasible or where failure to act immediately could further endanger a child.

1. Principles of Practice in Supporting and Protecting Vulnerable Adults

Dundee Women’s Aid aims to provide the best possible service to the women, children and young people we work with. We believe that service users have the right to live a life free from abuse or harm and are committed to providing services that empower service users. Our Protecting Vulnerable Adults Policy defines Dundee Women’s Aid’s commitment to safeguarding vulnerable adults who use Dundee Women’s Aid’s service.

**Dundee Women’s Aid is committed to:**

* actively working within the principles defined in national care standards: dignity, privacy, choice, safety, realising potential, equality and diversity;
* actively working together within an inter-agency framework;
* actively promoting the empowerment and well-being of vulnerable adults through the services we provide;
* acting in a way which supports the rights of the individual to lead an independent life based on self-determination;
* recognising people who are unable to take their own decision and/or to protect themselves and their assets;
* recognising that the right to self-determination can involve risk and ensuring that such risk is recognised and understood by all concerned, and minimised whenever possible;
* ensuring the safety of vulnerable adults by integrating strategies, policies and services relevant to abuse within the legislative framework (i.e. the NHS and Community Care Act 1990, the Mental Health (Scotland) Act 1984, the Public Disclosure Act 1990, the Regulation of Care Act 2000, the National Assistance Act 1948, the Human Rights Act 1998, the Adults with Incapacity Act 2000, the Mental Health Care and Treatment (Scotland) Act 2003, the Data Protection Act 2018, and the introduction of the Care Standards by the Scottish Commission for the Regulation 52 of Care 2002).
* ensuring that, wherever possible, vulnerable adults are protected from criminal acts;
* ensuring that when the right to an independent lifestyle and choice is at risk the individual concerned receives appropriate help, including advice, protection and support from relevant agencies (e.g. independent advocacy);
* ensuring that the law and statutory requirements are known and used appropriately so that vulnerable adults receive the protection of the law and access to the judicial process.

1. Equal Opportunities In Recruitment

**Dundee Women’s Aid Equal Opportunities Monitoring Form Explained**

**Dundee Women’s** **Aid** strives to provide an inclusive service. We are committed to:

* preventing any form of direct or indirect discrimination in our employment practice, in the governance of our organisation and in the delivery of our services.
* creating an environment in which individual differences and the contributions of all our staff, service users and directors are recognised and valued.
* creating a working environment that promotes dignity and respect to all. No form of intimidation, bullying or harassment will be tolerated.
* reflecting and respecting diversity in all aspects of our service provision.

Dundee Women’s Aid aims to be recognised as an equal opportunities organisation, which sets exemplary standards in recruitment and selection. We intend to ensure that equal opportunity recruitment becomes a reality in practice and not simply a paper commitment.

To achieve the above aim, and check the effectiveness of our Equal Opportunities Policy, we monitor a range of areas where people may experience discrimination.

**Why we need your help**

We can only accurately assess the effectiveness of our equal opportunities policies and procedures if you let us have the information we are requesting. You do not have to complete every section, but the more information we have, the more reliable our statistics will be.

The information which you provide will help us to monitor:-

* Whether applications are being received from a broad cross-section of people.
* Whether people appointed represent a cross-section of those who apply and are suitably qualified.
* Whether our recruitment, selection procedures and working practices, are fair.
* Whether our policies meet the diverse needs of our employees and volunteers.

**What will happen to my form?**

The monitoring form will not be used in any part of the selection procedure and will not be seen by any member in the recruitment group. We ask you to return the completed form in the sealed envelope provided so that it will be separate from your application form.

**What happens to the information?**

The information you provide will help us to monitor and review our recruitment and selection procedure. Details of individuals will **not** be identifiable from any statistical information we produce.

**What if I have any questions?**

Please do not hesitate to contact Dundee Women’s Aid using the contact information provided in your application pack.

1. Job Description

Senior Women’s Services Domestic Abuse Practitioner

Job Title:           Senior Women’s Support Services Domestic Abuse Practitioner

Accountable to: Women’s Services Manager (WSM)

Location: Dundee

Other:        Flexible working including evening and weekends

PURPOSE OF THE POST

* To assist the WSM in the day-to-day management and development of the service and to act up in her absence
* To work as part of the Women’s Support Services team to support and empower women who have experience of domestic abuse. In doing so, providing a quality service that meets legal requirements and DWA standards, policies and guidelines.
* To key work and advise other team members on complex cases
* To promote the work of DWA in the local and wider community and work in partnership with others to develop services and provide support within the community.
* To work with a wide range of women who may have complex needs
* To participate as part of the team in the on-going development of services to abused women whether in crisis, refuge, re-housed from refuge or through the outreach service.

KEY RESPONSIBILITIES

* Support the team in assessing risk and support needs of highest risk women and oversee case management systems
* Provide cover for our support helpline on a rota basis
* Assist in the monitoring and evaluation of service
* Assist in reporting back to funders
* To liaise with DCC housing department, submit weekly sheets and bed list and any other relevant information in the absence of the other WS SDAP
* To help ensure good quality standards are being met – ensures resources are available for staff and service users and carry out audits and quality assurance checks
* Provide direct mentoring of new staff, students and volunteers
* To act up for WSM in her absence
* To oversee the day-to-day operations of the Women’s Support Services team and ensure rotas are in place for support line and appointment slots
* To provide support& supervision and annual appraisal to the Women’s Support team
* Any other relevant duties

**Direct Services to Women**

* Provide emotional, practical support and information to women as required. This could be on a one-to one basis, and/or very occasionally in group setting.
* Support and empower women as appropriate and as determined by a person-centred assessments and support plan, with a particular focus on domestic abuse. To support women in managing their safety through development of safety plans and liaising with police and other relevant agencies.
* Admit women and children (if any) to refuge OR support them to access alternative accommodation as required
* Support women and children (if any) to access alternative accommodation as required
* Ensure women accessing the services receive appropriate and accurate information including advice about their rights, in particular their various housing options.
* Liaise and advocate on behalf of service users with external agencies. This may involve accompanying women to appointments and referral to onto other appropriate agencies
* Have the responsibility for oversight of group work such as Freedom Programme
* Encourage good relationships between mother and child(ren) and be aware of child protection issues
* To keep up to date with changes in legislation and working practices and ensure Health & Social Care standards and SSSC requirements are met at all times
* Liase with the Facilities Manager to ensure refuge is maintained to a high standard
* Attend multi agency meetings, as appropriate, for the purposes of protecting and advocating on behalf of service users.

**Promoting the Work of DWA** 

* Help raise awareness of domestic abuse within the local and wider community
* Help develop positive working relationships with key partner agencies and stakeholders in pursuance of WS objectives
* Support the promotion of DWA’s public and media profile
* Attend appropriate meetings and events on behalf of DWA
* Liaise and work in partnership with education, health, housing professionals, other voluntary and statutory agencies who could share knowledge and resources
* Work in partnership with Scottish Women’s Aid and the wider Women’s Aid to share and develop good practice

**Internal**  

* Work in accordance with: Dundee Women’s Aid standards, policies, procedures and guidelines; requirements of funders; Health & Social Care Standards, Child Protection and other relevant legislation.
* To encourage and support service users in participating in events and opportunities to help the shaping of our service, including through monitoring and evaluation and service user focus groups.
* Assist with the development, monitoring and evaluation of the services to women in refuge, follow on and outreach
* Perform administrative tasks timeously to ensure a seamless service
* Ensure quantitative and qualitative information on support and related issues is completed regularly.

**Working Approach** 

* Work collaboratively and assist, as appropriate, other DWA workers this includes regularly attending team/other relevant meetings and keeping colleagues up-to-date on relevant work issues
* Support the CEO and Directors in creating a positive, supportive and participatory working environment which fulfils the aims and objectives of DWA
* Reflect on practice to ensure delivery of a professional service and positive learning experience
* Support the CEO and Directors in creating a continuously improving organisation focussed on service users and service user involvement
* Take a proactive role in promoting equality and anti-discriminatory practice throughout all aspects of the work.

*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.*

 Person Specification – Senior Women’s Services Domestic Abuse Practitioner

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| **What Dundee Women’s Aid is Looking For** | **Essential or Desirable** |
| **Qualifications** | |
| Hold a recognised SSSC qualification or are currently working towards one or willing to self-fund study. | Essential |
| **Experience** | |
| Skills and experience of working with women, as individuals and in groups, and working towards and achieving positive outcomes in a way which assesses need, addresses issues and is imaginative and empowering to service users. | Essential |
| Experience of undertaking risk assessments and support planning. | Essential |
| Experience in managing staff or volunteers | Essentail |
| Experience and commitment to supporting a range of opportunities for service users to shape the services they receive. | Essential |
| Experience of working with service users from diverse backgrounds and varying needs and abilities. | Essential |
| Experience of providing information to service users about their rights and entitlements, including housing. | Desirable |
| **Skills & Knowledge** | |
| Ability to select appropriate oral and written communication style and methods depending on the needs and abilities of the audience. | Essential |
| Ability to work with service users who may display challenging behaviours in an appropriate and safe manner. | Essential |
| Demonstrate understanding of equalities issues. | Essential |
| Sound knowledge and understanding of confidentiality and Data Protection. | Essential |
| Fully competent in the use of computers – including the use of MS Word, Excel, PowerPoint, email and internet. | Essential |
| Ability to plan and deliver own workload effectively in the short, medium and long term. | Essential |
| Knowledge of a gendered analysis of domestic abuse. | Essential |
| Understanding of feminism and its relevance and importance to Women’s Aid. | Essential |
| Sound understanding of the situations, needs and difficulties faced by women with experience of domestic abuse. | Desirable |
| **Attributes** | |
| An approach to work which is positive, flexible and reflects a commitment to the rights of women. | Essential |
| Able to forge effective alliances with external agencies and practitioners. | Essential |
| Resilience of working in a crisis led service and the ability to manage own stress. | Essential |
| Ability to work flexibly including evening and weekend work. | Essential |
| Hold a full driving licence and have access to a car with insurance for business use. | Desirable |