

Edinburgh Women's Aid

Job Description

Job Title:	Duty Crisis Support Worker (Full time)
Hours:	35 hours per week
Duration:	Permanent contract (subject to funding)
Salary:	£26,556.72
Location:	4 Cheyne St, Edinburgh, EH4 1JB
Responsible to:	Duty Service Senior Worker
Peers:	Women's Support Workers, Children and Young People's Support Workers, EDDACS Workers
Holiday Entitlement	25 days annual leave plus 10 public holidays pro rata

This role is subject to Adult and Child PVG scheme membership.

Job Purpose

The role of the Duty Crisis Support Worker is to provide a confidential, safe and supportive information service to women and agencies who contact EWA through the crisis phone line and/or 'drop in' service, and where appropriate to also assess women, and any accompanying children who are affected by domestic abuse, for refuge accommodation.

Main Duties

- To provide a professional and supportive service across all EWA women's services, either through our drop-in service, by telephone or by contact with another person or organisation
- To respond appropriately to women who are emotional or in a distressed state and provide an empathetic approach, assessing the situation and identifying the needs of both the women and any accompanying children to ensure the women's safety and to enable the women to make informed choices
- To advise and sign post women for information on their welfare rights, legal rights, housing options or Child Support procedures and, if appropriate, advocate for women with other agencies and professionals
- To assess women for refuge accommodation when required
- To ensure all necessary documentation is completed prior to admission to refuge
- To adhere to recording, administration and documentation procedures and EWA policies
- To assist with the running of our service by being flexible in your approach to this post and carrying out other duties as requested by management that are consistent with this post

Other Duties

The post holder will be expected to fulfil certain responsibilities to ensure that EWA provides a professional and consistent service. You will be expected to ensure that:

- Health and Safety procedures are adhered to in the office base
- Ensure all contacts and incidents are recorded daily and keep statistics as requested and provide regular written reports for the Board on activities and statistics
- Ensure information and forms are passed to relevant members of staff
- Ensure information sources within the office are kept up to date
- To participate in regular evaluation to ensure the service continues to meet the needs of service users
- Attend and participate at team meetings and training
- Participate in regular support and supervision
- In co-operation with the Duty Service Senior Worker, develop a personal skills and training development plan
- To assist with the running of our service by being flexible in your approach to this post and carrying out other duties as requested by management that are consistent with this post

Please note- the above list is not exhaustive

Person Specification

Training, Education and Skills - Essential

- Professional Development Award in Domestic Abuse Advocacy (IDAA/IDVA), or a recognised qualification in Social Work, Community Education or SVQ3 Health and Social Care or higher
- An ability to respond appropriately to women who are emotional or in a distressed state and provide an empathetic approach, assessing the situation and identifying the needs of both the women and any accompanying children to ensure women's safety and enable women to make informed choices
- Ability to register as a Housing Support worker with the SSSC
- Understanding of the SSSC codes of practice and National Care Standards
- Excellent written and verbal communication and presentation skills; including report writing, data collection and monitoring, and good listening skills
- An ability to problem solve, negotiate with and influence partnership colleagues to ensure effective delivery of project objectives and outcome
- Excellent administrative, organisational, project and time management skills, including minute taking, with demonstrable experience working in a fast-paced environment with competing deadlines

- Good computer skills: competent in Word, Excel and Outlook; and good data collection and monitoring skills

Knowledge – Essential

- Knowledge and understanding of domestic abuse issues or capacity to acquire such an understanding.
- Knowledge and understanding of the specific needs of high-risk victims of Domestic abuse and the role of the support worker in relation to high risk victims.

Knowledge – Desirable

- Knowledge, understanding the underlying issues causing domestic abuse.
- Knowledge and understanding of Domestic Abuse related legislation.
- Knowledge and understanding of child protection regulation and the impact of domestic abuse on children.

Skills - Essential

- Ability to communicate clearly and effectively in writing and orally
- Ability to actively listen to others and to challenge others constructively
- Ability to plan, prioritise own workload and work independently
- ICT literate

Skills - Desirable

- Ability to work well with others and keep calm under pressure.
- Driving Licence

Experience – Essential

- Experience of working with / engaging with people who have experienced domestic abuse
- Experience of advocating for women in a domestic abuse related service or with other vulnerable clients
- Experience of providing one to one support to families and or individuals
- Experience of writing reports and keep up to date records
- Experience of and commitment to building and working in partnership with other agencies and stakeholder to ensure successful outcomes for women and children