Freephone Support Line for Children & Young People: 0808 801 0422
Freephone Support Line for Women: 0808 802 5555
Business Line: 01383 732289
Web: www.fifewomensaid.org.uk
Email: info@fifewomensaid.org.uk

JOB DESCRIPTION

Job tile

Crisis Support Worker

Job purpose

The purpose of the post is to provide confidential, safe and supportive information, advice, advocacy and support to women who contact Fife Women's Aid as well as assessment and provision of short-term intervention to meet immediate needs. The role is part of the Womens Support Service at FWA and will involve working towards the objectives of the team and organisation.

Reporting to Team Senior

Main duties

1. To provide a trauma-informed and person-centred service to women who make contact with FWA, assess and identify the needs of both the women and any accompanying children, to promote safety and enable women to make informed choices.
2. To provide advice and advocacy, signposting women to other agencies when necessary for information on welfare rights, legal rights, housing options, support for children or other matters.
3. To carry out assessment with women accessing refuge accommodation when required.
4. To admit women and children to refuge accommodation when required.
5. To carry out assessment with women in the community to identify short and longer term needs.
6. To provide short-term intervention for women to meet immediate needs.
7. Where longer term support is required, to ensure women are placed on the correct waiting list for an appropriate service to meet their needs.
8. To ensure that safeguarding, child protection and adult protection policies and procedures are followed at all times, and that protection issues are dealt with timeously and appropriately including records being kept up-to-date.
9. To be responsible for case note recording and maintaining of service information, ensuring administrative tasks are completed within timescales.
10. To provide cover for FWA 24 hour support line as required.
11. To promote the work of FWA in the local and wider community, helping to raise awareness of domestic abuse.
12. To adhere to FWA policies and procedures.

13. To work within the policies, procedures and standards required by legislation, policy, funders and registered bodies, ensuring Health and Social Care Standards and SSSC requirements are met at all times.

14. To maintain up-to-date knowledge on legislation, national policy and other developments affecting families who have experienced domestic abuse.

15. To contribute to service and organisational objectives.

16. To participate in service planning and development.

17. To promote equality and anti-discriminatory practice.

18. To show commitment to ongoing personal development.

19. To perform other duties as reasonably required by the Team Seniors, Operational Lead or CEO.

PERSON SPECIFICATION

Qualifications, training and relevant experience	**Essential**	**Desirable**
SVQ Level III in Health and Social Care or equivalent qualification in a relevant subject OR equivalent experience and willingness to work towards qualification, preferably with at least 2 years' experience working in an environment requiring similar knowledge and skills.	**E**	
The post holder must become registered by SSSC.	**E**	
Competencies	**Essential**	**Desirable**
Knowledge of the impact of domestic abuse		**D**
Knowledge of child and adult protection	**E**	
Understanding of trauma informed approaches	**E**	
Good listening skills, written and verbal communication ability and direct support skills	**E**	
Evidence of ability to deal with varying and complex needs		**D**
Good organisational & IT skills appropriate to level and type of job	**E**	

Ability to prioritise, work on own initiative and within a team to achieve objectives	**E**	
Personal qualities	**Essential**	**Desirable**
Demonstrate a positive, person-focused and team-working approach to practice	**E**	
Special requirements	**Essential**	**Desirable**
Commitment to equal opportunities and anti-discriminatory practice	**E**	
Able to work flexibly and to do evening and weekend work when required	**E**	
Ability to cover 24 hour support line if required	**E**	
Ability to travel within and out with Fife - 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**	

Note: this job profile is intended as an outline of the responsibilities and qualities required for the post, and does not form part of terms and conditions of employment.

Organisational culture

Fife Women's Aid is committed to providing a high standard of service to its service users and other stakeholders. The postholder must practice from a trauma informed approach as well as subscribe to the feminist analysis of domestic abuse, and share a commitment to achieving the aims and objectives of Fife Women's Aid.

These posts are open to women only (Equality Act 2010 Work Occupational Requirement Exception, Schedule 9 Paragraph 1). Fife Women's Aid welcomes applications from women from all sectors of the community