Family Support Worker

Role Profile & Person Specification

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| Number of Hours: | Fulltime 35 Hours |
| Salary Scale: | £27,827 Salary |
| Accountability of post: | The post holder will be line managed by and be accountable to the Inverclyde Women’s Aid Team Leader for the performance of the tasks described below. |
| Main purpose: | To provide the highest possible standard of support to women and families in refuge and to those receiving follow-on support who have been subjected to domestic abuse and accessing the services delivered by Inverclyde Women’s Aid |
| Location of post: | Based at Refuge |

**MAIN TASKS AND RESPONSIBILITIES:**

* Acting as a key worker for women and families in refuge
* Developing individual support plans in conjunction with each woman or family
* Meeting with women, children and young people on a regular and planned basis, developing and reviewing individual support plans and risk assessments
* Taking a trauma informed approach to support, creating a safe environment for women and families who use Inverclyde Women’s Aid Services
* Use and /or develop a range of person-centred resources/ activities/ events to deliver one-to-one and group work support sessions for women and children and young people
* Providing appropriate support for individual women, children and young people as necessary including arranging and attending meetings with health, education, social work, police and solicitors
* Provide practical support within refuge to families who use Inverclyde Women’s Aid Services
* To assist women and families to move on from refuge into their new accommodation by assisting with housing applications and offer a Follow-on Support programme
* Working collaboratively with external statutory and non-statutory agencies
* Acting as an advocate for families within child protection processes and with partner agencies, helping to ensure that women and children’s voices are heard, and their diverse needs are met
* Signposting children, young people and their mothers appropriately to ensure their needs are met
* Provide cover for services as appropriate including CYP prevention and Outreach
* Ensuring compliance with all relevant policies and practices of the Organisation and that all necessary records and paperwork are complete and up to date
* Carrying out all work to the highest possible standards and in accordance with SSSC Codes of practice, SWA National Service Standards, National Care Standards, Care Inspectorate Housing Support Framework and other relevant legislation
* Ensuring that all cleaning, infection control and maintenance at refuge and in the office areas are kept to a high standard and in line with our regulators and Scottish Government Guidance

***Strategic planning and Organisational development***

* Contribute to the development and implementation of IWA’s aims and objectives, business plan and other corporate publications and documents
* To meet annual targets as part of the Staff Team; agree individual targets in partnership with your Team Leader, IWA Manager and regularly review your progress
* To ensure accurate record keeping on IWA’s CRM system and ensure that it meets partner, funder and stakeholder requirements to capture outcome data and to complete funder reports as and when required
* To work closely with the Staff Team to develop and sustain relationships with a range of funders, partners, policymakers and other external stakeholders
* Contribute to the review of effectiveness and quality of service delivery
* Facilitate stakeholders, in particular survivors of domestic abuse, to participate in the work of Inverclyde Women’s Aid
* Contribute to the collation of statistics and other evidence necessary for funding reports, strategic planning, fundraising and Organisational development
* To use Outcome Star for outcome recording and as part of the evaluation framework requirements of IWA

***Influencing and networking***

* Promote the work of Inverclyde Women’s Aid in the local and wider community, helping to raise awareness of Domestic Abuse
* Represent the Organisation externally including attending relevant events, networks, committees, working groups, and other bodies as requested by the Team Leader
* Work in partnership with Scottish Women’s Aid, the wider Women’s Aid network and other relevant partners, contributing to local and national campaigns that further the aims of Women’s Aid and challenging domestic abuse
* Contribute to the maintenance of a positive, non-discriminative and supportive atmosphere within Inverclyde Women’s Aid

***Other***

* Perform administrative tasks in a timely way to ensure smooth running of the service
* Attend meetings, training or other professional development activities as required to effectively perform the role of refuge & outreach family support worker
* To be responsible for handling and recording your petty cash
* Supervise and support students/volunteers as appropriate
* Positively promote and implement the feminist analysis of domestic abuse
* To work a variable shift pattern which may include weekend working
* To undertake any other reasonable duties, roles, training, activities, or other aspect commensurate with the role and as delegated by the Team Leader and/or IWA Manager

**Person Specification**

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|  | **Essential / Desirable** |
| **Education, Training & Qualifications** |  |
| **Practice Qualifications:**  Any qualification in Children’s Services 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 families and CYP in a residential or community  setting or within their own homes | 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 IWA | 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 |
| Demonstrate an understanding of current child protection legislation | 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 weekend  working | Essential |
| Membership of PVG or willingness to join | Essential |
| Full driving licence & access to own transport and willingness to travel  throughout Inverclyde | Essential |
| Ability to have business user motor insurance if using own car for  business use | Essential |