**Covering Letter**

**Dear Applicant**

Thank you for your interest in the following post

**Vacancy: Support Worker – Part time**

**Salary: £11,375 - £13,050 (pro rata £22,750 – £26,100) + 8% pension**

**Permanent contract: Subject to funding**

**Hours: 17.5 hours per week**

**Work week: Wednesday – Friday (Weds 9-12.30, Thurs 9-4.30, Fri 9-4.30)**

**Closing date: 4pm Mon 6th February 2023**

**Interviews: Tuesday 14th February 2023**

**Qualifications**

Applicants should have an HNC or Social Care qualification or demonstrate a willingness to meet the SSSC registration unless you hold a suitable alternative qualification.

You can check your qualifications accepted by SSSC by clicking on or copying this link in your browser: **https://www.sssc.uk.com/knowledgebase/article/KA-02533/en-us**

This pack contains the following items to enable you to apply for the above post. Please mark clearly on the form the post you are applying for.

**Application pack:**

* Covering letter
* Job description
* Person specification
* Application form
* Declaration of criminal convictions
* Equal opportunities form

**Please note, ABWA will:**

* Aim to email all shortlisted applicants within three working days of closing date
* Aim to email all non-shortlisted applicants within five working days of closing date
* Retain all other applications for 6 months

**Please check your junk mailbox**

**For an informal discussion regarding the post text Fran on 07946 049 199 to arrange a suitable time.**

We thank you for your interest to work women Argyll and Bute Women’s Aid to support women, children and young people who have experienced domestic abuse.

ABWA strives to be an equal opportunities employer and welcomes applications from women from all sectors of the community. Under Schedule 9 of the Equality Act 2010 only women are eligible to apply.

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| **Job Description: Support Worker (Part time)** | | |
| **Core Purpose** | | Postholder will be expected to effectively carry and manage a service user caseload, with the principle aim of improving outcomes for women and children we support. There will be scope for the successful postholder to progress within the role and move towards the higher salary. |
| **Key Outcomes of the post** | | |
| 1 | Practical and emotional support is provided for service users | |
| 2 | Relevant paperwork such as benefits/housing applications are actioned/recorded | |
| 3 | Record keeping is carried out in line with ABWA’s policies | |
| 4 | Service users receive a quality, needs led service | |
| 5 | Part of ABWA’s out of hours refuge on call service (for an additional payment) | |
| 6 | Ensure additional service-related tasks are carried out if requested by the Management team | |
| **Duties and tasks:** As member of ABWA you will provide the highest possible standard of crisis and ongoing emotional, practical support and information for women who have experienced domestic abuse. | | |
| * Provide one to one, crisis and on-going support (face to face/ virtual support/ phone/email/) * Engage with service users in an empathetic, non-judgemental, professional, and informed manner * Complete referral forms, risk assessments and support plans and case notes for service users * Manage a case load and maintain accurate/timely support records and recording systems * Report and record Child Protection or Vulnerable Adult concerns as appropriate * Source/provide information e.g., housing/refuge options, legal and benefits information * Attend/accompany service users to relevant appointments as appropriate * Collate information/write background reports/advocacy/signposting * Maintain a working knowledge of relevant legislation * Work closely with other ABWA colleagues, attend and contribute to team meetings * Maintain an email account, and Outlook calendar for appointments * Assist with day to day running of ABWA services and participate in sub-groups as required * Assist with Care Inspectorate inspections and reports * Promote ABWA services and campaign on behalf of service users * Attend relevant training and external meetings as required * Adhere to ABWA policies and procedures and SSSC Code of Practice * Uphold ABWA’s commitment to confidentiality   **This list may include other duties within the scope of the service needs** | | |

**Person Specification**

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| **Work Experience/Skills** | **Essential** | **Desirable** |
| Experience working in a customer/client /service user facing role | **E** |  |
| Experience carrying out office administration tasks | **E** |  |
| Have relevant qualification for SSSC Housing Support registration or willingness to achieve | **E** |  |
| Experience supporting vulnerable or distressed adults | **E** |  |
| Experience using a systems database proficiently |  | **D** |
| Experience working in a fast paced and pressured environment |  | **D** |
| Experience working within a confidentiality framework | **E** |  |
| **Competencies** | **Essential** | **Desirable** |
| Excellent communication and interpersonal skills | **E** |  |
| Excellent organisational and record keeping skills | **E** |  |
| Ability to prioritise tasks, meet deadlines respond flexibly to meet stakeholder needs | **E** |  |
| Ability to effectively manage a caseload | **E** |  |
| Ability to deliver a professional, person-centred support | **E** |  |
| Ability to prioritise workload and competing demands on your time | **E** |  |
| Demonstrate excellent oral, written and IT communication skills | **E** |  |
| Ability to work flexibly and maintain effective working relations across the staff team | **E** |  |
| Sound IT skills: Outlook, Word, Excel, web-based info systems |  | **D** |
| Sound understanding of the cause and impact of domestic abuse |  | **D** |
| **Personal Qualities** |  |  |
| Enthusiasm and commitment to addressing violence against women and children | **E** |  |
| Calm, non-judgemental and empathetic | **E** |  |
| Solution focused, positive approach to problem solving | **E** |  |
| Self-motivated and enthusiastic | **E** |  |
| Flexible responsive approach with ability to adapt to meet ABWA’s needs | **E** |  |
| **Requirements** |  |  |
| Ability to participate in Refuge out of hours on call service (for an extra payment) | **E** |  |
| Ability to work from home during lockdown if required | **E** |  |
| Full UK driving licence and access to a vehicle which you can fully insure for business use | **E** |  |
| **Organisational Culture** |  |  |
| ABWA is committed to bringing an end to domestic abuse and providing a high standard of service to its service users and other stakeholders. The post holder must understand and subscribe to a feminist analysis of domestic abuse and share a commitment to achieving ABWA’s objectives. | **E** |  |

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| **Please state if you are currently involved in a disciplinary or grievance procedure and any live formal warnings** |
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| **Please give details of any family members or close relationships to existing employees, Trustees or Argyll and Women’s Aid service users** |
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**Equal Opportunities Monitoring Form:** Please read the information sheet on equal opportunities monitoring and complete the monitoring form. This form will be separated from your application form when we receive the completed pack.

**Completed applications emailed to:** [**info@abwa.org.uk**](mailto:info@abwa.org.uk)