

## **JOB DESCRIPTION**

<b>JOB TITLE:</b>	<b>Complex Needs Service Support Worker</b>
<b>RESPONSIBLE TO:</b>	<b>Complex Needs Service Senior</b>
<b>SALARY:</b>	<b>£11,371.30 (£28,428.24 pro rata)</b>
<b>HOURS:</b>	<b>14 hours per week over 2 days</b>
<b>CONTRACT:</b>	<b>Permanent contract (subject to funding)</b>
<b>HOLIDAY ENTITLEMENT:</b>	<b>26 days annual leave plus 10 public holidays pro rata</b>

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

This post is open to hybrid working between office and home, if the candidate can evidence an appropriate environment for home working, ensuring confidentiality and privacy for service users making contact through telephone or online methods. Travel in Edinburgh to meet service users will be required as well.

### **Job Purpose:**

The role of the Complex Needs Service (CNS) support worker is to work with the Senior support worker to ensure delivery of the complex needs service in line with funder requirements by delivering direct services and ensuring effective links and partnerships with mainstream and third sector addiction, criminal justice and mental health support services.

The complex needs team currently comprises of:

A Senior support worker and Volunteer service users from the recovery Peer Support Service with lived experience of domestic abuse and support from a domestic abuse agency, who will mentor new service users if requested.

### **Main Duties:**

- Provision of a professional and effective direct service to women affected by domestic abuse who also have complex support needs, in line with SSSC Standards.
- Work with the Senior support worker to develop the Complex Needs Service to meet the changing needs of women referred into the service.
- Work with partners in statutory and third sector substance misuse, criminal justice and mental health services to improve responses for women affected by domestic abuse.
- Ensure that women using the service are linked into appropriate EWA services and signpost to external partnership agencies for support with substance misuse, mental health and offending.
- Advocate for women using the service with other agencies and professionals.

- Adhere to all EWA Policies, all relevant regulatory requirements and to all recording, administration and documentation procedures.
- Ensure the smooth running of the service by being flexible in your approach and carrying out other duties as requested by management that are consistent with the role.

**Other Duties:**

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

- Health and Safety procedures are adhered to in the office base and in remote settings.
- Case management information is up to date, accurate and stored on the case management system in line with EWA Policy and GDPR requirements.
- All other relevant information is kept up to date and filed correctly.
- Attendance at meetings with external partners is organised and that agreed multi-agency actions to support women with support needs are carried out.
- Accurate and timely information is provided for MARAC meetings where complex needs cases are being heard and to ensure attendance if required.
- You attend and participate at team meetings and training.
- You participate in regular support and supervision.

**Person Specification:**

**Essential Requirements:**

- Recognised qualification (e.g., Social Work, Community Education, SVQ Level 3)
- Registration with the SSSC as a Support Worker of a Housing Support Service
- Knowledge and understanding of the SSSC service standards and codes of conduct
- An understanding of domestic abuse and the effects of abuse on women and their children
- Experience of working with domestic abuse issues
- Experience of 1:1 support work with clients with substance misuse and/or other complex needs
- Experience of delivering group work and/or peer support activities
- Knowledge of welfare rights, housing issues and an understanding of the criminal justice system
- Experience of advocating for clients/service users in a multi-agency environment
- Experience of providing support and supervision and supporting others to improve their practice
- Understanding of service delivery and managing team capacity/capabilities in a busy environment
- Ability to keep records to a high standard

- Experience of collating information and writing reports
- Good written and verbal communication skills
- Subscription to and a willingness to work within the ethos of a feminist analysis of abuse
- Ability to work on own initiative and manage your caseload in a busy environment
- Computer literacy

**Desirable Requirements:**

- Experience of providing support to vulnerable women
- Experience of developing and improving a service
- Experience of working to external funder requirements, including report writing for funders
- Experience of working with high-risk domestic abuse cases, including involvement in multi-agency responses

Women only need apply under Schedule 9 (Part 1) of the Equality Act 2010

Edinburgh Women's Aid is an Equal Opportunities Employer and welcomes applications from all sections of the community.

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