

JOB DESCRIPTION

JOB TITLE:	Duty/Complex Needs Support Worker
RESPONSIBLE TO:	Senior Worker – Duty/Crisis Service
SALARY:	£28,428.24 (SPC 27)
HOURS:	35 hours per week
LOCATION:	4 Cheyne St, Edinburgh, EH4 1JB
CONTRACT:	Permanent contract (subject to funding)
HOLIDAY ENTITLEMENT:	26 days annual leave plus 10 public holidays

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

Job Purpose:

The role of the Duty/Complex Needs Support Worker is to provide a confidential, safe and supportive information service to women and agencies who contact Edinburgh Women's Aid (EWA) through the crisis phone line and/or 'drop in' service. Where complex needs are assessed, the worker will ensure delivery of the complex needs service in line with funder requirements by delivering direct services; ensuring effective links and partnerships with mainstream and third sector addiction, criminal justice and mental health support services.

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 ensure that women who are identified as high-risk of harm are prioritised for safety planning, MARAC referrals and actions, and joint working with partner agencies to reduce the risk of harm to them and their children at the earliest opportunity.
- To work with partners in statutory and third sector substance misuse, criminal justice and mental health services to improve responses women affected by domestic abuse.
- 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 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 Health and Safety procedures are adhered to in the office base.
- Ensure all contacts and incidents are recorded daily, requested statistics are kept up to date and regular written reports for the Board on activities and statistics are provided.
- Ensure information and forms are passed to relevant members of staff.
- Ensure information sources within the office are kept up to date.
- 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.

Please note: the above list is not exhaustive.

Person Specification:

Essential Requirements:

- 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.
- Experience of 1:1 support work with clients with substance misuse, offending behaviour/or other complex needs.
- Experience of advocating for women in a domestic abuse related service or with other vulnerable clients.
- Experience of and commitment to building and working in partnership with other agencies and stakeholder to ensure successful outcomes for women and children.
- 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.
- Ability to register as a Housing Support worker with the SSSC.
- Understanding of the SSSC codes of practice and National Care Standards.
- Knowledge and understanding of child protection regulation and the impact of domestic abuse on children.
- An ability to negotiate with and influence partnership colleagues to ensure effective delivery of project objectives and outcome.
- Good computer skills: competent in Word, Excel and Outlook; and good data collection and monitoring skills.
- 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.

Desirable Requirements:

- Knowledge, understanding the underlying issues causing domestic abuse.
- Knowledge and understanding of domestic abuse related legislation.
- Ability to work well with others and keep calm under pressure.
- Driving licence.

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.

Company No: SC237521

Registered Charity No: SC028301