

**Children & Young People's Support Worker**  
**35 hrs per week £28,139 per annum.**

### **Job Profile**

East Ayrshire Women's Aid is a registered charity which exists to provide information, support and refuge for women, children and young people who experience domestic abuse. Our vision is of a society in which women, children and young people are full and equal participants and live free of the threat of domestic abuse and other forms of violence and oppression.

### **Job purpose**

Identify levels of need and provide direct and preventative support in community and outreach settings through working with children and young people and their mothers/carers, paying particular attention to those at risk of harm.

May also, or alternatively, be required to provide children and young people's support in other settings, provide cover for absent colleagues, or otherwise. Contribute as a team member to meeting the aims of East Ayrshire Women's Aid.

**Reporting to:** Team Leader

### **Key activities**

1. Provide a flexible service ensuring that children and young people get support when they need it and can access the service easily and in a variety of ways. Provide needs-led support to children and young people in the community through the development of individual safety and support plans in line with East Ayrshire Women's Aid's policies and procedures. Identify and articulate accurately children and young people's levels of need through contact with children and young people, their families and relevant agencies.
2. Encourage the participation of each child and young person in planning and setting objectives for their support. Help each child or young person to identify their own needs, interests and support needs. Wherever possible, work closely with mothers/carers to encourage their involvement in their child's individual support.
3. Provide children and young people with regular opportunities to monitor, review and evaluate their support, progress and achievements. Help them set new goals and objectives where appropriate. Demonstrate improved outcomes for children and young people using services in line with local and national priorities for children and young people experiencing domestic abuse.
4. Manage an appointment system and caseload ensuring that each child or young person receives an appropriate service individual to their needs.
5. Work in partnership with other agencies to ensure the needs of children and young people are met.
6. Represent and advocate for children and young people to support them to have a say in decisions that affect their lives. Work in partnership with young people and their families to encourage self-reliance and empowerment, and support them in gaining skills to represent themselves.
7. Work in partnership with other agencies to ensure that children and young people using services are protected from harm. Support children and young people to identify risks to their safety and develop and implement age appropriate safety plans. Act upon any child protection concerns in accordance

with East Ayrshire Women's Aid Child Protection Policy & Procedure and East Ayrshire Council Child Protection Procedures. Attend multi-agency child protection meetings and provide written and verbal reports as required.

8. Actively encourage children and young people's involvement in the planning, delivery and evaluation of the services they receive in line with East Ayrshire Women's Aid policies and procedures.
9. Participate in the provision of the out-of hours on call service.
10. Actively support the team leader and manager in delivering high quality services which comply with appropriate legislation, regulation, policies and procedures and national service standards.
11. Take personal responsibility for continuing professional development and achieving the standards of professional conduct required by the SSSC.
12. Positively promote a gendered analysis of domestic abuse and apply this understanding to practice.
13. Maintain accurate, up to date database and paper records in accordance with regulatory requirements and East Ayrshire Women's Aid policies and procedures. Produce reports as requested by the Management Team, and other agencies on an as needed basis, maintaining confidentiality in relation to service users, staff and projects.
14. Represent the organisation on forums and work on organisational subgroups.
15. Perform other duties as reasonably directed.

### **Special requirements**

On-call, occasional evening and weekend working.

Full driving licence and access to own transport with business user motor insurance or otherwise available to travel within and out with East Ayrshire.

### **Organisational culture**

East Ayrshire Women's Aid is committed to providing a high standard of service to its users and other stakeholders. The post holder will share this commitment to achieving these objectives.

#### **East Ayrshire Women's Aid strives to be an equal opportunities employer**

This post is open to women only (Equality Act 2010 Work Occupational Requirement Exception, Schedule 9 Paragraph 1). East Ayrshire Women's Aid welcomes applications from women from all sections of the community.

**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.**

<b>Qualifications, training &amp; relevant experience</b>	<b>ESSENTIAL</b>	<b>DESIRABLE</b>
SSSC recognised qualification to enable registration as a worker in a Housing Support Service		✓
At least 2 years' experience working in an environment requiring similar knowledge and skills.	✓	
Experience of supporting children and young people who have experienced domestic abuse		✓
<b>Competencies</b>	<b>ESSENTIAL</b>	<b>DESIRABLE</b>
Good understanding of domestic abuse and the effects of abuse on children and young people.	✓	
Ability to work with mothers to ensure the safety and wellbeing of their children.	✓	
Commitment to a gendered analysis of violence against women and girls.	✓	
Good knowledge, understanding and experience of relevant legislation and child protection procedures.	✓	
Knowledge and experience of the rights and options available to children and young people experiencing domestic abuse.	✓	
Understanding of trauma informed approaches to support.		✓
Able to work in a way which promotes safety and empowerment.	✓	
Ability to work in ways that empower and encourage the participation of children and young people.	✓	
Ability to support children and young people with varying and complex needs.	✓	
Ability to manage a caseload and keep appropriate records and documentation	✓	
Good verbal and written communication skills.	✓	
Good organisational and IT skills including using a database.	✓	
<b>Personal Qualities</b>	<b>ESSENTIAL</b>	<b>DESIRABLE</b>
Committed, effective, cooperative.	✓	
Non-judgemental, reflective, compassionate and empathetic.	✓	
Acts with integrity and respect when working with individuals and agencies.	✓	
Able to form effective working relationships with service users and colleagues	✓	
Optimistic about the possibility of personal growth and change.	✓	
Drive and determination to provide the best possible services for women, children and young people.	✓	
Commitment to the values of East Ayrshire Women's Aid	✓	
Ability to work flexibly as part of a team.	✓	
<b>Special Requirements</b>	<b>ESSENTIAL</b>	<b>DESIRABLE</b>
Commitment to equalities and anti-discriminatory practice.	✓	
Able to participate in delivery of a 24 hour on-call service to our refuges.	✓	
Membership of PVG Scheme	✓	
Full driving licence and access to own transport (with business insurance) or otherwise able to travel throughout East Ayrshire.	✓	