

JOB DESCRIPTION

Women's Support Worker - Full Time

As part of a team, you will be passionate about working in line with our core values to grow a culture of safety, honesty, and empowerment.

We are committed to having the right people in the right positions at the right time and as such you will share our values and be passionate about making a difference as you support women through a very challenging time in their lives. This role focusses on offering practical and emotional support to women who have experienced domestic abuse. Support is offered to women who are living in our safe accommodation and on an outreach capacity.

We believe that your character and values are what will enable you to be a good fit in the organisation and team. Competence is also important, and you will have at least 2 years of experience in a role where you have supported vulnerable clients.

You will also hold an SVQ 3 Health and Social Care or equivalent or be willing to undertake this upon completion of your probationary period.

SUMMARY OF DUTIES

Your role will involve providing a range of high-quality support services to women who are experiencing domestic abuse.

This role includes responsibilities of providing a public telephone support service and offering vital information and support to survivors of domestic abuse. This will be achieved through the provision of information and support appointments and a person-centered casework approach. The role also involves providing cover across our other services such as group work and information days as required and participating in an out of hours emergency on-call service (every 6-7 weeks) for clients within our safe accommodation.

RELEVANT INFO

Responsible To: Team Leader / Services Manager

Salary: £25,969 full time (35 hours per week Monday to Friday within office hours) plus 4% pension. Participation in an out of hours on-call rota is required approximately once per 6-7 weeks which is paid at an additional rate.

Work Base: Livingston West Lothian although travel throughout West Lothian is required.

This role involves travel across West Lothian therefore you must be a driver with access to your own vehicle.

MAIN TASKS & RESPONSIBILITIES

- **To provide critical telephone support line cover.**
- **To respond to client emails.**
- **To offer face to face client support appointments/casework sessions.**
- **To accompany clients to relevant appointments.**
- **To work collaboratively with partner agencies to ensure appropriate referrals are made for clients to access the services they need.**
- **To work with the client to provide a risk led pro-active, short to medium term crisis intervention service through individual safety planning and personal support.**
- **Support the empowerment of the client and assist them in recognising the features and dynamics of domestic abuse present in their situation and help them regain control of their lives.**
- **Advocate on behalf of the client with both statutory and voluntary agencies, supporting them to access civil remedies and the criminal justice system.**
- **To support colleagues in maintaining the safe accommodation including cleaning tasks and room preparation to ensure that the accommodation is ready promptly.**
- **General**
- **To utilise excellent IT skills to maintain accurate and confidential electronic case management records and contribute to monitoring for the service.**
- **To input data and maintain database records to facilitate information access and collation of statistics.**
- **To work in accordance with the service Quality Standards at all times.**
- **To support the Manager(s) to gather data and complete necessary project evaluation reports.**
- **Work effectively as part of WLWA Services and wider Support team.**
- **To undertake training as agreed by your line manager.**
- **To attend and participate in internal meetings as required.**
- **To comply with all WLWA Policies and procedures in carrying out all day to day duties and to be responsible for the Health and Safety of themselves and others.**
- **Staff are expected to always observe WLWA's Confidentiality Policy.**

ADDITIONAL INFO

This job description cannot cover every issue or task that may arise within the scope of the post. The post-holder will be expected to carry out other duties from time to time which are broadly consistent with the duties as detailed above.

**The above post is subject to a successful application to the PVG scheme membership to carry out regulated work with adults and children.
Women only (including trans women) need apply for this post under paragraph 1 of Schedule 9 of the Equality Act 2010.**

Post holders should have a commitment to the gendered analysis of domestic abuse.



PERSON SPECIFICATION

These will be assessed via the application form, the interview process and through various additional activities as part of the recruitment and selection process.

<u>KNOWLEDGE</u>	<u>ESSENTIAL</u>	<u>DESIRABLE</u>
KNOWLEDGE AND UNDERSTANDING OF DOMESTIC ABUSE ISSUES AND THE IMPACT ON WOMEN AND THEIR CHILDREN	Y	
KNOWLEDGE AND UNDERSTANDING OF SAFEGUARDING REGULATION		Y
KNOWLEDGE AND UNDERSTANDING OF AND A COMMITMENT TO THE FEMINIST ANALYSIS OF DOMESTIC ABUSE		Y
KNOWLEDGE OF TRAUMA INFORMED PRACTICE		Y
<u>SKILLS</u>	<u>ESSENTIAL</u>	<u>DESIRABLE</u>
ABILITY TO COMMUNICATE CLEARLY AND EFFECTIVELY IN WRITING AND ORALLY	Y	
ABILITY TO PLAN, PRIORITISE WORKLOAD AND WORK INDEPENDENTLY	Y	
ABILITY TO ACTIVELY LISTEN TO OTHERS	Y	
ABILITY TO CHALLENGE OTHERS CONSTRUCTIVELY	Y	
ABILITY TO WORK WELL WITH OTHERS AND KEEP CALM UNDER PRESSURE	Y	
ICT LITERATE (MINIMUM: ABLE TO USE OUTLOOK / OUTLOOK EXPRESS, CONDUCT AN INTERNET SEARCH AND USE WEBMAIL, AND USE WORD, EXCEL AND OTHER STANDARD OFFICE PACKAGES)	Y	
AN ABILITY TO PREPARE AND WRITE CASE NOTES AND REPORTS TO A HIGH STANDARD	Y	
SVQ 3 HEALTH AND SOCIAL CARE AT SCQF LEVEL 7		Y

AN ABILITY TO COMMIT TO PRACTICE IN LINE WITH THE ORGANISATIONAL CORE VALUES OF SAFETY, HONESTY AND EMPOWERMENT.	Y	
DRIVERS LICENCE AND ACCESS TO CAR	Y	
EXPERIENCE	ESSENTIAL	DESIRABLE
AT LEAST 2 YEARS OF EXPERIENCE OF WORKING / ENGAGING WITH VULNERABLE CLIENTS	Y	
EXPERIENCE OF PROVIDING EMOTIONAL ONE TO ONE SUPPORT TO VULNERABLE CLIENTS	Y	
EXPERIENCE OF AND COMMITMENT TO BUILDING AND WORKING IN PARTNERSHIP WITH OTHER AGENCIES AND STAKEHOLDERS TO ENSURE SUCCESSFUL DELIVERY OF THE SERVICE	Y	



West Lothian Women's Aid is a Scottish Charitable Incorporated Organisation.

Registration Number: SC046887