



JOB DESCRIPTION

Role Title:	Women's Assistant Support Worker		
Post status:	Fixed term contract to 31st March 2026		
Reporting To:	Women's Team Manager / Women's Team Leader		
Location:	Across all services to meet the needs of the women		
Responsible for:	n/a		
Role Purpose:	To assist women's support workers in the provision of a quality service to women who have experienced domestic abuse.		
Salary	£24,350 (pro rata for part time)	Hours of work	Full time or part time

KEY ACCOUNTABILITIES & RESPONSIBILITIES

Role specific

1. Assist key workers to admit women into refuge.
2. Responding to support needs of women and providing emotional or practical support when needed
3. Provide person centred emotional and practical support.
4. Signpost and advocate for women with external agencies and attend appointments where key worker is not required.
5. Support key workers to run a group work programme for women.
6. Evidence all support given to women in the case notes and notifying key workers.
7. Pass on any child/adult protection to women's and CYP key worker and a manager.
8. Actively participate in maintaining Terms and Conditions of Occupancy Agreement in conjunction with key worker.
9. Support women with all areas of living costs within refuge.
10. Provide support to key workers to clean and prepare refuge accommodation.
11. Provide Crisis Support cover on a rota basis.
12. Work in conjunction with Women's Keyworkers and the CYP team where applicable.

Organisational wide

13. Work in line with GWA values and the SSSC Code of Conduct
14. Positively promote the feminist analysis of domestic abuse.
15. Participate in relevant training, team meetings and development days for continuous professional development.
16. Engage in Support and Supervision.
17. Promote Service User involvement
18. Maintain Health and Safety
19. Play an active role in awareness raising and fundraising
20. Have a contemporary knowledge of all forms of gender based violence

21. Carry out such other appropriate duties as may be determined by GWA.

COMPETENCIES

1. Proactive

Exploring options. Looking at new ways to do things. Being innovative. Strive to make a difference. Carry out tasks without detailed instructions.

2. Judgement

Makes timely informed decision that take into account the facts, constraints and goals.

3. Co-operation

Works harmoniously with others to get a job done. Responds positively to instructions and procedures. Able to work well with co-workers and managers. Shares critical information with everyone involved. Works effectively on projects that cross teams. Helps to set a tone of co-operation. Seeks opinions. Values working relationships.

4. Communication

States own opinions clearly and concisely. Demonstrates openness and honesty. Listens well during meetings and feedback sessions. Explains reasoning behind own opinions. Asks others for their opinions and feedback. Asks questions to ensure understanding. Exercises a professional approach with others using all appropriate tools of communication. Uses consideration and tact when offering opinions.

5. Problem solving

Anticipates problems. Sees how a problem and its solution will affect others. Gathers information before making decisions. Adapts well to changing priorities, deadlines and directions. Is willing to take action, even under pressure or tight deadlines. Recognizes and accurately evaluates the signs of a problem. Notifies line manager of problems in a timely manner.

6. Making a difference

Making a difference to the service users of GWA and evidencing this using our paperwork. Look for new ways to evidence making a difference.

PERSON SPECIFICATION *(Knowledge, Experience, Skills & Abilities)*

	Essential	Desirable
Experience	<p>Supporting women who have experienced trauma or crisis.</p> <p>Working one to one and providing group work with women.</p> <p>Engaging with a wide range of individuals and groups using a variety of approaches.</p> <p>Experience of person centred working.</p> <p>Experience of updating support notes and paperwork.</p> <p>Experience of working with Adult and Child Protection.</p>	<p>Supporting women who have experienced domestic abuse.</p>
Skills and Abilities	<p>Planning, facilitating and evaluating service provision.</p>	<p>Proficient with IT databases.</p>

	<p>IT skills including email, word and excel.</p> <p>Ability to work autonomously and use own initiative.</p>	
Qualifications / Knowledge	<p>HNC Social Services or SVQ Level 2 Social Services and Healthcare.</p> <p>Knowledge and commitment to a feminist analysis of domestic abuse.</p> <p>Understanding of the issues affecting children and young people with experience of domestic abuse.</p> <p>Full driving licence and access to a car.</p>	<p>Knowledge and understanding of diversity, equalities and human rights both in legislation and good practice.</p> <p>Knowledge of discrimination in all its forms.</p> <p>Understanding of the issues affecting women with experience of domestic abuse</p> <p>Knowledge of Care Inspectorate requirements, funders and any other external regulator.</p> <p>Knowledge of Child Protection legislation.</p>
Values	<p>Committed to the values, aims and objectives of Glasgow Women's Aid.</p> <p>Committed to Glasgow Women's Aid Strategic Plan.</p> <p>Committed to valuing and respecting people and working with diversity.</p> <p>Participation in awareness raising.</p> <p>Participation in fundraising.</p>	