**EAST DUNBARTONSHIRE WOMEN’S AID**

**JOB DESCRIPTION**

**WOMEN’S SUPPORT WORKER**

**(Office Based)**

1. Provide a crisis support service to women.
2. Offer 1-1 support to women affected by domestic abuse, by phone, text, email and by appointment in the office.
3. To offer a service to women who may come to the office without prior appointment.
4. Carry out risk assessments, identify women at high risk of further abuse and involve other services and professionals as appropriate.
5. Provide safety-planning and person-centred emotional and practical support using support plans.
6. Maintain accurate and up-to-date women’s paperwork and case notes on our online database system.
7. Signpost and advocate for women with external agencies and attend appointments with them, if appropriate.
8. Manage the referral system, including pending referrals and refuge requests.
9. Participate in multi-agency work on behalf of service users.
10. Work in conjunction with Children & Young Person’s workers where applicable.
11. Carry out the role in a timely manner in line with EDWA policies and procedure.

**Shared and Collective Responsibilities**

Although East Dunbartonshire Women’s Aid changed from being an Unincorporated Association to a SCIO (Scottish Charitable Incorporated Organisation) in 2018 the principles of collective working which have informed the work of the group since its inception in 1982 are maintained within the new SCIO Constitution which states that these principles *“should be embraced and encouraged for the future”.*

The main shared and collective responsibilities for EDWA staff are: -

* To share the day-to-day managerial responsibility for directing and delivering the services of the group. (The group operates with a system of shared leadership.)
* To ensure that all aspects of the service are covered (for example, providing cover for the Office Support Service at the main office and also in refuge, at times of staff shortage).
* To ensure that the group operates to the highest possible standards and adheres to the Care Inspectorate’s National Care Standards, the SSSC Codes of Practice for Employers of Social Service Workers, the Scottish Women’s Aid National Service Standards, the requirements of OSCR and any other relevant legislation.
* To contribute to the development and review of the group’s policies and procedures and to ensure that these are implemented and adhered to.
* To attend the weekly team meetings and to take an active role in these, e.g. chairing, taking minutes and also to attend any sub-groups required by the specific job remit.
* All staff (as members of the SCIO) are entitled to attend the Business Meetings and to take part in the discussions. However, the Constitution states that only those staff who are elected/appointed as Trustees will count towards the quorum and will be able to participate in formal votes.
* To record your working hours, activities carried out and training attended on a weekly basis via our on-line staff management system.
* To participate in updating our online case-management database with information about current service users.
* To take responsibility with colleagues for ensuring that all health and safety requirements are met and policies complied with.
* To participate in the publication of the group’s annual report and trustee report.
* To participate in the recruitment of new staff (e.g. in the short-listing process).
* To participate in strategic and multi-agency work, e.g. local partnerships and forums, to ensure that the issue of domestic abuse/gender based violence remains high on the agenda of all relevant partner agencies.
* To publicise the work of E.D.W.A., including giving training on domestic abuse and presentations to partner agencies, schools and community groups.
* To work in partnership with the Scottish Women’s Aid national network, the local authority and other relevant partners to inform the public and governing bodies on the issues surrounding domestic abuse.
* To promote and develop service user involvement within the work of the group to ensure the continuous improvement of services.
* To develop and maintain effective reporting, evaluation and monitoring systems to review the effectiveness of service delivery and in line with the requirements of funders and other stakeholders.
* To produce, or assist with, reports as required, including monitoring and evaluation reports for funders, such as the local authority, Care Inspectorate, and other stakeholders
* To have oversight of the financial management of the group, including the monitoring of the budget, to ensure that the group is operating on a sound financial basis and within the requirements of OSCR.
* To participate in fundraising (for general purposes and also for specific projects relating to the job remit).
* To co-operate in ensuring that the 24 hour on-call service is covered and to ensure that service users are provided with an appropriate response in emergency situations which might arise out of hours. (*Note - Participation in the on-call service is voluntary and available to staff who have successfully completed their probationary period. The service is organised on a rota basis and workers who participate are remunerated with a 7.5 % unsocial hours’ payment.)*
* To keep up to date with relevant training necessary for the job remit to improve the standards of the service, and to ensure the professional development of the group’s workforce and compliance with the regulatory framework.
* To participate fully in support and supervision and annual appraisal.
* To work flexibly to meet the identified needs of the service and services users. This may involve work outside normal office hours.
* To carry out any other duty commensurate with the role and as requested by the group.