

Women's Accommodation Support Worker

30 hrs per week

Salary: £24,600 per annum, (FTE 28,701 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

Provide support and advocacy services to women experiencing, or who have experienced, domestic abuse by providing refuge support and resettlement services. May also, or alternatively, be required to provide women's support in other settings (office based, or Women's Centre and/or outreach services in the community) to meet the need for services, 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 accommodation and support to women who have experienced domestic abuse by:
 - Admitting women and their children to refuge and scatter accommodation
 - Provide direct support to women including the development of individual support plans in line with EAWA's policies and procedures
 - Facilitate house meetings
 - Work with women to assess the risks they face and support them to develop personal safety plans
 - Help women to understand the impact of the abuse on themselves and their children and support the process of recovery
2. Organise and facilitate activities, groups and outings within and outwith the accommodation to enhance women's self-esteem and encourage mutual support.
3. Provide follow-on support for women leaving accommodation, including assisting them with the practical tasks or moving to permanent accommodation. Assist the family's resettlement into a new community by helping source appropriate networks and services.
4. Work in partnership with other agencies to ensure the needs of women are met. Advise on benefits entitlements including Housing Benefit as appropriate. Advocate for women and support women to attend and participate in appointments and meetings.
5. Actively encourage women's involvement in the planning, delivery and evaluation of the services they receive in line with East Ayrshire Women's Aid policies and procedures. Submit exit evaluations to East Ayrshire Council
6. With the Maintenance Worker, arrange and supervise maintenance of the accommodation, building, equipment and grounds. Arrange and supervise cleaning of flats, houses and communal areas. Ensure flats for new residents are prepared and equipped. Conduct inventories, purchase supplies and

organise repairs and maintenance.

7. Responsible for ensuring all Health & Safety requirements in relation to residents, staff and visitors to the building are met, in line with East Ayrshire Women's Aid policies and procedures.
8. Participate in the provision of the out-of-hours on call service.
9. Actively support the management team in delivering high quality services which comply with appropriate legislation, regulation, policies and procedures and national service standards.
10. Take personal responsibility for continuing professional development and achieving the standards of professional conduct required by the SSSC.
11. Positively promote a gendered analysis of domestic abuse and apply this understanding to practice.
12. 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.
13. 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.

Qualifications, training & relevant experience	ESSENTIAL	DESIRABLE
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 women, children and young people who have experienced domestic abuse		✓
Competencies	ESSENTIAL	DESIRABLE
Good understanding of domestic abuse and the effects of abuse on women, children and young people.	✓	
Commitment to a gendered analysis of violence against women and girls.	✓	
Good knowledge, understanding and experience of relevant legislation and adult and child protection procedures.	✓	
Knowledge and experience of the rights and options available to women, 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 encourages the participation of women in the evaluation and development of EAWA services.	✓	
Ability to support women with varying and complex needs.	✓	
Ability to coordinate and manage a caseload and keep appropriate records and documentation	✓	
Good verbal and written communication skills.	✓	
Good organisational and IT skills including using a database.	✓	
Personal Qualities	ESSENTIAL	DESIRABLE
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.	✓	
Special Requirements	ESSENTIAL	DESIRABLE
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.	✓	