



JOB DESCRIPTION

Role Title:	Crisis Support Worker		
Reporting To:	Chief Executive		
Location:	Bell Street		
Responsible for:	n/a		
Role Purpose:	To provide a crisis support service to women's experiencing domestic abuse.		
Salary	£30,201	Hours of work	35 per week (includes evening and weekend work)

KEY ACCOUNTABILITIES & RESPONSIBILITIES

Role specific

1. Provide 1-1 support to women in a crisis situation who are experiencing domestic abuse.
2. Complete risk assessments with women who attend the crisis support service, and refer to MARAC where required.
3. Carry out needs assessments for women who attend crisis support.
4. Secure refuge accommodation for women where appropriate
5. Signpost women to other organisations where appropriate, including other Women's Aid groups
6. Provide counselling information, legal surgery information, and financial information.
7. Provide helpline and email support to women experiencing domestic abuse
8. Facilitate a dedicated crisis support group work programme on a rolling basis.
9. Work collaboratively with another member of staff to ensure the crisis support service meets the needs of the women using the service
10. Maintain clear procedures and systems for the crisis support service, including service paperwork
11. Maintain an up to date resource library for the crisis support service
12. Be the named person for all Glasgow GP surgeries, A&E departments and other relevant agencies, as well as promoting a multi agency approach
13. Maintain accurate records using the online database and contribute to relevant reports and statistical information.
14. Monitor refuge spaces and availability

Organisational wide

1. Work in line with GWA values and the SSSC Code of Conduct
2. Positively promote the feminist analysis of domestic abuse.
3. Participate in relevant training, team meetings and development days for continuous professional development.

4. Engage in Support and Supervision.
5. Promote Service User involvement
6. Maintain Health and Safety
7. Play an active role in awareness raising and fundraising
8. Have a contemporary knowledge of all forms of gender based violence
9. 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>Experience of delivering support and information to women who have experienced domestic abuse</p> <p>Experience of carrying out risk assessments</p> <p>Experience of working in crisis situations</p> <p>Experience of delivering group work</p> <p>Experience of person centered working</p> <p>Advocacy work with voluntary and statutory agencies</p> <p>Understanding of the issues affecting</p>	<p>Admin experience.</p> <p>Experience of using a database system.</p> <p>Experience of setting up information systems.</p> <p>Experience of Monitoring and Evaluating Service Provision.</p> <p>Experience of Service User Participation.</p>

	women experiencing domestic abuse	
Skills and Abilities	<p>Ability to work autonomously and use your own initiative</p> <p>Ability to organise and prioritise workload</p> <p>Ability to work in partnership with other staff members and partner organisations</p> <p>Demonstrate an understanding of the importance of women’s confidentiality and professional boundaries</p> <p>Demonstrate good recording skills</p> <p>Ability to work well as part of a team</p> <p>IT skills including email, word and excel</p>	<p>Ability to work with a multi agency approach (including MARAC)</p> <p>Ability to evaluate and monitor service provision</p> <p>Ability to have difficult conversations in a constructive manner</p> <p>Ability to manage conflict in a positive and supportive manner</p> <p>Proficient with IT databases</p> <p>Maintain admin procedures</p>
Qualifications / Knowledge	<p>HNC Social Services or SVQ Level 2 Social Services and Healthcare.</p> <p>Knowledge of and commitment to a feminist analysis of domestic abuse</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>Knowledge of Child Protection procedures</p>	<p>Counselling skills qualification recognised by COSCA</p> <p>Knowledge of housing and welfare legislation.</p> <p>Knowledge of the Domestic Abuse (Scotland) Act 2018 and the implications for agencies.</p>
Values	<p>Committed to the values, aims and objectives of Glasgow Women’s Aid.</p> <p>Committed to valuing and respecting people and working with diversity.</p> <p>Participation in awareness raising.</p> <p>Participation in fundraising.</p>	