



# JOB DESCRIPTION

<b>Role Title:</b>	<b>Women's Refuge and Follow On Worker</b>		
<b>Reporting To:</b>	Women's Service Manager		
<b>Location:</b>	Across all refuges to meet the needs of the service.		
<b>Responsible for:</b>	n/a		
<b>Role Purpose:</b>	To provide therapeutic support to women fleeing domestic abuse during their refuge stay and in follow on.		
<b>Salary</b>	<b>£32,001+ 7.5% On Call Allowance</b>	<b>Hours of work</b>	35 per week

## KEY ACCOUNTABILITIES & RESPONSIBILITIES

### Role specific

1. Clean and prepare refuge accommodation.
2. Admit women into refuge.
3. Provide innovative and creative 1-1 support to women living in refuge and women moving into their own tenancy on a regular basis and evidence this support.
4. Provide time limited support to women establishing their new environment when they move onto their own tenancy.
5. Support women to manage income and deal with debt if applicable.
6. Assist women in identifying and utilising any local resources to minimise the risk of social isolation within the new area, both in refuge and in their own tenancy.
7. Provide person centered emotional and practical support using support plans.
8. Signpost and advocate for women with external agencies and attend appointments if appropriate.
9. Develop and run an innovative and creative group work programme for women.
10. Devise and maintain women's paperwork and case notes.
11. Travel across the city, possibly with women in the vehicle.
12. Provide an On Call service and Crisis Support cover on a rota basis.
13. Actively participate in maintaining Terms and Conditions of Occupancy Agreement.
14. Support women with all areas of living costs within refuge.
15. Work in conjunction with CYP team where applicable.
16. Carry out role in a timely manner in line with policy and procedure.

### 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
<b>Experience</b>	<p>Experience of delivering support and information to women who have experienced gender based violence.</p> <p>Experience of person centred working.</p> <p>Experience of delivering group work.</p> <p>Advocacy work with voluntary and statutory agencies.</p> <p>Experience of developing and updating support plans.</p> <p>Experience of identifying individual needs and goals.</p>	<p>Knowledge of housing and welfare legislation.</p>

	<p>Experience of carrying out risk assessments.</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 Adult and Child Protection procedures.</p>	
<b>Skills and Abilities</b>	<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>Ability to work with a multi agency approach.</p> <p>Demonstrate good recording skills.</p> <p>Ability to work well as part of the wider team.</p> <p>IT skills including email, word and excel.</p> <p>Ability to have difficult conversations in a constructive manner and manage conflict in a positive manner.</p>	Proficient with IT databases.
<b>Qualifications / Knowledge</b>	<p>HNC Social Services or SVQ Level 3 Social Services and Healthcare.</p> <p>SSSC Registration for Support Worker in Housing Support Service.</p> <p>Knowledge of current legislation and policy around domestic abuse and gender based violence.</p>	<p>Counselling qualification.</p> <p>Knowledge of Care Inspectorate requirements, funders and any other external regulator.</p>
<b>Values</b>	<p>Committed to the values, aims and objectives of Glasgow Women's Aid and SSSC Code of Conduct.</p> <p>Committed to Glasgow Women's Aid Strategic Plan.</p> <p>Committed to valuing and respecting people and working with diversity.</p>	

	Participation in awareness raising.	
	Participation in fundraising.	