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| **JOB DESCRIPTION** |
| **Role Title** | Refuge and Outreach Support  |
| **Contract of Employment** | Permanent (funding dependent)  |
| **Reporting to:** | Team Leader  |
| **Location:** | Refuge and Outreach support in Dunoon, Cowal and Bute  |
| **Responsible to:** | Direct responsibility to Team Leader and Service Manager  |
| **Role Purpose:** | Provide dedicated refuge based and Outreach support to women using ABWA service.  |
| **Salary** | £27,405 + 8% pension (35 hours post)£13,702.50 + 8% pension (17.5 hour post) |
| **Hours of work****1 x 35 hours post** **1 x 17.5 hours post** | Monday – Friday 10 – 5.30pm – Can be flexible Monday 3.30 pm – 9.30pm, Wednesday 3.30 – 9.30 pm & Friday 3.30 -9pm - Can be flexible  |

This post is subject to an Enhanced Disclosure.

**ABWA is an Equal Opportunities Employer:** This post is restricted to female applicants under the Equality Act 2010, schedule 9.

**Organisation profile:**

Argyll and Bute Women’s Aid (ABWA) provides information, emotional/practical support, and refuge accommodation, accommodation advice and outreach support to all women, their children and young people who are experiencing or fleeing domestic abuse from their current or ex- partner.

Main Job Purpose

ABWA is seeking to recruit experienced Refuge and Outreach Support Workers.

Reporting to the Team Leader, your role is to support women living in refuge and the local area to engage with ABWA support. By providing flexible and person centred one to one and group work support to increase empowerment and opportunities for women in refuge and the local area.

Supporting women from their admission to follow on.

The post holder will be an active member of the team, working closely with other ABWA staff members and Children’s Workers to provide the best possible service for its service users in line with their needs, service requirements and SSSC Codes of Practice.

#### Main Tasks and Responsibilities

1. Ensure rooms are cleaned and ready for admissions
2. Admit women and their child/ren to refuge – (including comfort phone call on 1st night in refuge)
3. Support women to engage fully with ABWA services
4. Provide regular, person centered and innovative support for women in refuge, and the local area
5. Develop and facilitate creative group work sessions
6. Sourcing activities for women in refuge and the local area, including support to attend such activities if requested or need is identified
7. Support women to maximise their income. Where required acknowledge their own financial support needs and liaise with welfare and money advice services to increase financial wellbeing
8. Support women to engage with housing providers to secure future accommodation
9. Signposting to external agencies
10. Accompany women to appointments and liaise with professionals
11. Excellent record keeping – including case notes, support planning and reviews and safety planning
12. Time limited ‘Follow On’ support for women leaving refuge to facilitate transition
13. Support women to adhere to ABWA’s Refuge Rules and Occupancy Agreement

**General Tasks and Responsibilities**

1. To follow ABWA’s policies and procedures in all day-to-day duties
2. Knowledge of gender-based violence and commitment to the feminist analysis of domestic abuse
3. Liaise with colleagues to provide an effective and consistent service to women, and/or any children they have
4. Adhere to ABWA’s values, SSSC Codes of Conduct and the national work of the Scottish Women’s Aid network
5. Promote service user involvement
6. To undertake mandatory training and Continual Professional Developmental opportunities as agreed by your line manager
7. Actively attend and participate in team meetings
8. The post holder will receive regular support and supervision from the Team Leader
9. Carry out appropriate duties as may be determined by ABWA

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| **Competencies – Candidates must clearly demonstrate the following areas throughout their application form and interview if selected** |
| **Be proactive** * Ability to identify new ways to do things and explore options
* Innovative
* Ability to problem-solve
* Desire to make a positive difference
* Complete tasks without detailed instructions
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| **Decision Making** * Ability to make informed decisions that consider the facts, service constraints and goals
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| **Teamwork** * Work well with ABWA team, Managers and external agencies to achieve shared goals
* Responds positively to instructions and follows procedures clearly
* Shares vital information with relevant parties
* Can work effectively on service projects across ABWA teams
* Values positive and accountable team working practices
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| **Communication*** Comfortable seeking opinions and receiving feedback
* Will ask questions to confirm understanding
* Can clearly discuss planning or feedback on service users and meeting information
* Ability to listen attentively during meetings, valuing colleagues’ contributions and respecting this shared workspace
* Demonstrate openness and honesty
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| **Problem solving*** Anticipate or recognise problems and evaluate how they and any solutions will affect others and ABWA
* Gather information before making decisions
* Positively adapt to changing priorities and deadlines
* Ability to work under pressure or tight deadlines
* Notify line manager of problems in a timely manner
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| **Making a difference** * To the service users of ABWA, reviewing and developing ways to evidence making a difference
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**Person Specification -** Candidates must be able to demonstrate the following areas:

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| **Qualifications, Training and Skills**  | **Essential**  | **Desirable**  |
| Health and Social Care SVQ level 3, **or** A recognised qualification in Social Work, or Community Education. | **E**  |  |
| At least 2 years’ experience of providing direct support to service users experiencing domestic abuse, coercive control and gender based violence. | **E**  |  |
| Post holder will be required to register with the Scottish Social Services Council (SSSC) | **E**  |  |
| Demonstrate ability to appropriately and professionally support service users who may at times present as distressed or challenging due to their circumstances. | **E** |  |
| Demonstrate excellent, effective problem solving skills. | **E** |  |
| Demonstrate excellent IT skills – Word, and Excel. | **E** |  |
| Demonstrate strong listening and interpersonal communication skills. | **E** |  |
| Experience of OASIS database. |  | **D** |
| **Knowledge and Experience**  |  |  |
| At least 1 years’ experience of working in a refuge or supported accommodation. | **E** |  |
| Knowledge and understanding of adult and child protection regulation and the impact of domestic abuse on women and their children. | **E** |  |
| Understanding of risk and experience of completing risk assessments. | **E** |  |
| Completing and reviewing support plans in conjunction with service user needs and SSSC Codes of Practice. | **E** |  |
| Experience of developing and delivering group work sessions.  | **E** |  |
| Demonstrate a non-judgemental and empathic approach to service users and their needs. | **E** |  |
| Knowledge of Trauma Informed Practice. | **E** |  |
| Ability to work in a dynamic, fast moving environment with competing deadlines. | **E** |  |
| **Additional Requirements**  | **Essential**  | **Desirable**  |
| The post holder must have access to a vehicle with Business Insurance. | **E**  |  |
| Commitment to attend and participate in ABWA team meetings, service development and strategic planning. | **E** |  |
| Demonstrate an understanding and commitment to maintain and respect confidentiality internally and externally in relation to the work of ABWA. | **E** |  |
| **Personal Attributes**  | **Essential**  | **Desirable**  |
| Demonstrate a commitment to equal opportunities and anti-discriminatory practice and commitment to calling it out when this is not adhered to. |  |  |
| Adhere to ABWA’s commitment to provide a high standard of service to its service users and other stakeholders. |  |  |
| The post holder must understand and adhere to a feminist analysis of domestic abuse and share ABWA’s commitment to achieving its objectives. |  |  |
| Flexible in your approach and carrying out other duties as requested by the Management team, consistent with this post. |  |  |

**What we offer**

Great benefits for our employees which include:

* Flexible working hours (where appropriate)
* 8% pension
* 25 days paid holidays and 12 days public holidays a year – pro rata for part time staff.
* Maternity Leave / Parental Share Leave
* Training