

JOB DESCRIPTION

Information and Support Services Worker Full Time (35hrs between Mon-Fri within office hours)

West Lothian Women's Aid provides a confidential information and support service to women who are experiencing domestic abuse. This includes a telephone and email support service and face to face support appointments. The service works from a non-directive; person centred perspective, underpinned by a feminist understanding of the dynamics of domestic abuse.

CORE PURPOSE OF ROLE

To provide high-quality trauma informed confidential information and support services to individuals and referring agencies who contact West Lothian Women's Aid.

ORGANISATIONAL POSITION

This post is part of the provision of information and support services offered by West Lothian Women's Aid. You will be line managed by the Team Leader and trained Independent Domestic Abuse Advocacy Worker.

TERMS & CONDITIONS

This role attracts the rate of £29,502 per year (£16.21 hourly rate) and a 4% contributory pension.

Additional employee benefits include access to an employee assistance programme and healthcare scheme.

This role also involves participation in an out of hours on-call rota once every 6-8 weeks which attracts additional payment.

The working hours for this role are 9-4.30pm although flexibility is required depending on the needs of the service.

The post is currently based in Dedridge, West Lothian

MAIN TASKS & RESPONSIBILITIES

- **Provide support and information to callers by phone, email, social media, text and in person.**
- **Assess the needs and risks to people with experience of domestic abuse and support them to develop plans to manage their risk of harm.**
- **Identify appropriate signposting and referral pathways to support callers to access other relevant services.**

- Review, maintain and update databases and other information systems, including web-based resources
- Participate in promotional activities for the information support services as required, including dissemination of publications and promotional material
- To participate in the organisation's out of hours on call support service on a 6-8 weekly basis – this may include attending in person out with office hours
- To perform all administrative tasks associated with the information and support services



PERSON SPECIFICATION

These will be assessed via the application form, the interview process and through various additional activities as part of the recruitment and selection process.

<u>EXPERIENCE</u>	<u>ESSENTIAL</u>	<u>DESIRABLE</u>
EXPERIENCE IN A CALL CENTRE FOR VULNERABLE GROUPS, SUPPORT, OR ADVOCACY ROLE		Y
EXPERIENCE MANAGING DIFFICULT, EMOTIONAL, OR SENSITIVE INTERACTIONS WITH EMPATHY AND PROFESSIONALISM	Y	
EXPERIENCE HANDLING HIGH-PRESSURE SITUATIONS EFFECTIVELY, WITH A DEMONSTRATED ABILITY TO MULTI-TASK	Y	
EXPERIENCE IN RISK ASSESSMENT FOR SAFEGUARDING AND SAFETY PLANNING		Y
EXPERIENCE ASSESSING THE NEEDS OF INDIVIDUALS, OFFERING SUPPORT, INFORMATION, AND MAKING APPROPRIATE SIGNPOSTS OR REFERRALS		Y
<u>KNOWLEDGE / UNDERSTANDING</u>	<u>ESSENTIAL</u>	<u>DESIRABLE</u>
BASIC KNOWLEDGE OF DOMESTIC ABUSE, WITH A FEMINIST UNDERSTANDING ABOUT HOW GENDER AFFECTS THESE ISSUES	Y	
UNDERSTANDING OF THE PRINCIPLES OF CONFIDENTIALITY AND DATA PROTECTION	Y	
PERSONAL OR PROFESSIONAL EXPERIENCES THAT PROVIDE INSIGHT INTO THE CHALLENGES FACED BY SURVIVORS OF DOMESTIC ABUSE		Y
KNOWLEDGE OF RIGHTS AND OPTIONS FOR PEOPLE EXPERIENCING DOMESTIC ABUSE, INCLUDING SERVICES WHO CAN HELP		Y
UNDERSTANDING OF SAFEGUARDING POLICY AND PRACTICE, INCLUDING CHILD AND ADULT PROTECTION		Y
APPLICANTS MUST BE PREPARED TO UNDERTAKE AN SVQ SOCIAL SERVICES & HEALTHCARE LEVEL 3 QUALIFICATION (IF NOT ALREADY HELD)	Y	
<u>SKILLS</u>	<u>ESSENTIAL</u>	<u>DESIRABLE</u>
ABLE TO SHOW EMPATHY, USING ACTIVE LISTENING SKILLS, AND AN APPROPRIATE TONE	Y	
ABLE TO WORK INDEPENDENTLY, ASSESSING AND RESPONDING TO A WIDE RANGE OF SITUATIONS	Y	
EXCELLENT ORGANISATIONAL SKILLS AND ATTENTION TO DETAIL, ENSURING ACCURATE RECORD-KEEPING	Y	

EXCELLENT COMPUTER SKILLS INCLUDING MICROSOFT OFFICE, DATABASES, WEB RESOURCES, AND EMAIL, AND ABLE TO LOOK UP INFORMATION AND RESOURCES EFFICIENTLY	Y	
<u>VALUES</u>	<u>ESSENTIAL</u>	<u>DESIRABLE</u>
PASSIONATE ABOUT SUPPORTING PEOPLE EXPERIENCING DOMESTIC ABUSE	Y	
ENTHUSIASTIC ABOUT ONGOING LEARNING AND DEVELOPMENT, REFLECTION, AND PROFESSIONAL GROWTH	Y	
COMMITMENT TO FOLLOW ORGANISATIONAL POLICES AND PROCEDURES AND QUALITY ASSURANCE	Y	
WORK WITHIN THE CORE VALUES OF WLWA	Y	

OTHER ESSENTIAL REQUIREMENTS:

PERFORM ANY OTHER REASONABLE DUTIES ASSIGNED BY YOUR SUPERVISOR OR MANAGER. THIS MAY INCLUDE SUPPORTING TO PREPARE VACANT PROPERTIES FOR CLIENTS, ATTENDING PROPERTY MAINTENANCE APPOINTMENTS OR SIMILAR DUTIES AS PART OF THE TEAM.



West Lothian Women's Aid is a Scottish Charitable Incorporated Organisation.

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