



## SHAKTI WOMEN'S AID

### Job Description and Person Specification

<b>POST TITLE</b>	BME Key Case Support Worker
<b>CONTRACT TYPE</b>	Fixed Term Until 31 <sup>st</sup> March 2028
<b>HOURS</b>	Full Time - 35 Hours Per Week (Occasional evenings / weekends)
<b>SALARY</b>	£26,810 + 10% pension
<b>PLACE OF WORK</b>	Edinburgh (In Person)
<b>RESPONSIBLE TO</b>	Housing Support & Advocacy Service Team Leader, responsible to CEO through Operational Manager

### Organisation Profile

Shakti Women's Aid is a feminist voluntary organisation which provides information, emotional/ practical support, and refuge/ temporary accommodation to all black minority ethnic women and their children who are experiencing or fleeing domestic abuse.

Shakti is seeking to recruit an experienced and qualified Key Case Worker to support women from black minority ethnic communities.

### Overall, Job Purpose

The purpose of the job is to support women, and children (if any) and young people, who approach Shakti as a result of experiencing domestic abuse. Women are referred to Shakti from a number of sources or they refer themselves. Support can take a number of forms, depending on a woman's needs: information, practical help, referring to other agencies, emotional support, and advocacy. The worker must be able to assess a woman's needs sensitively and sympathetically and to find appropriate ways to respond. She must be able to manage her caseload and work with her colleagues in Shakti and other agencies on behalf of women, children and young people. Working in partnership with other members of staff and in liaison with other agencies, the case

Reviewed on 4/02/2019  
Revised 29/08/2024  
GP



worker must also ensure that information and support is available to help women in the refuge and other temporary accommodation and resettle them when they are moving to permanent accommodation from the refuge or temporary accommodation.

## **Key Responsibilities**

### **1. Assessing and supporting women and their children, if any**

- Provide information and emotional support to women who are in the process of leaving an abusive relationship
- Assess needs of women who come to Shakti and who are being supported by Shakti in the refuge, other temporary, or permanent accommodation; support women in the refuge and other temporary accommodation.
- To negotiate and provide holistic support packages for black minority ethnic women with experience of domestic abuse, working towards client's personal goals (person centred)
- To provide information, support, and advocacy and to signpost black minority ethnic women children and young people with experience of domestic abuse to relevant agencies
- To provide basic welfare benefits, housing, and legal information to black & minority ethnic women to enable them to make informed decisions.
- Liaise with solicitors, housing, and other voluntary or statutory organisations and where needed to accompany women for appointments
- Carry out risk assessments (RIC) and reviews
- Work closely with Shakti staff and agencies in the Lothians, Falkirk, Fife, Dundee, and Tayside, including sharing information and referring, as appropriate.
- To prepare relevant reports for Children's Panels, court proceedings, and case conferences when necessary
- To provide support to build life skills to help them to live independent lives

### **2. Enable women to access statutory services as needed.**

- Liaise with relevant agencies and services, e.g. education, housing, social work, DSS, and family and immigration solicitors on behalf of individual women to ensure they are receiving an appropriate service
- Advocate on behalf of women when necessary and agreed
- Support women to develop links with relevant agencies and services to help them rebuild their lives through varied support structures
- Keep up to date with current relevant legislation, particularly in relation to housing and welfare benefits

Reviewed on 4/02/2019

Revised 29/08/2024

GP



### **3. Ensure that refuge(s) are kept safe and in good order:**

- Ensure that women and children being admitted into refuge understand and agree to the conditions attached to their stay.
- Ensure that all possible actions are taken to preserve the anonymity and security of the refuge.
- Ensure that the tenancy/ occupancy and refuge rules are explained to the woman and signed

### **4. Supporting families to move on**

- Help women to access funding such as Community Care Grant and furniture from charitable organizations
- Inform the woman and her children about the surrounding services and community groups and help them network with these groups
- Work with women, children, and young people individually and as a family unit to help them settle in the new area

### **5. Participate in the overall maintenance and administration of Shakti's services**

- Be responsible for personal administration
- Monitor work and record statistics using office systems and participate in evaluation of services provided
- Maintain case records in accordance to current data protection legislation and Shakti's policies
- Ensure that all the relevant Housing Support forms are completed and are in time
- Ensure that relevant information is shared to enable Shakti to work effectively as a team
- Participate in campaigns when appropriate

### **6. Overall knowledge and responsibilities**

- Promote and adhere to the aims and objectives of Shakti
- To undertake training as agreed by your line manager
- To participate in the national work of the Scottish Women's Aid network as agreed by your line manager
- To participate in multi-agency work as agreed your line manager
- To attend and participate in internal meetings as required

Reviewed on 4/02/2019

Revised 29/08/2024

GP



- To co-operate in ensuring that the on-call service is covered
- To represent Shakti on external forums and meetings etc. as agreed
- At times you may be required to work evenings and/ or weekends
- In addition, as part of a closely integrated team, you will be responsible with other workers for ensuring that all aspects of the service are covered. You may therefore be required on occasion to carry out duties that are not specifically yours.
- To work with issues of domestic abuse and the effects on black minority ethnic women and their children, recognising their needs, referring them to appropriate support organisations, and working through any legal issues
- To be aware of feminist issues and how this affects the work within Women's Aid
- Challenge sexism and prejudice and work in a non-directive and non-judgmental way
- To work on own initiative as well as within a team
- Have sound knowledge of welfare rights, housing, coping mechanism, loss and grief, etc.
- Have knowledge and understanding of cultural and religious barriers which may prevent women leaving an abusive relationship
- Have knowledge and understanding of the Child Protection Scotland Act
- Have knowledge of child protection issues
- Encourage good relationships between mother and child/ren
- Liaise with colleagues to provide an effective and consistent service to women and their children; accompanying women to important meetings (where advocacy is needed) such as solicitor meetings (it should be agreed with the women)
- Liaise with other service providers in the locality that provide services to BME women, children, and young people, to access appropriate services for the women and their children
- Ensure that the providers of services are given information required to make them aware of the effects of domestic abuse on BME women, children, and young people and to inform the implementation of their practice
- Where funding permits, participate in internal and external training events to increase knowledge and awareness of the issues relating to providing support to women, children, and young people using the services of Shakti
- Any other duties and tasks commensurate with the post

### **Supervision Received**

The Key Case Worker will receive regular supervision from her team leader and will be accountable to the Team Leader and through her to the Operational Manager.



## **Enhanced disclosure is required**

### **Confidentiality**

Staff must observe Shakti's Confidentiality Policy at all times.

### **Office Support**

Shakti has very limited administrative support and the Key Case Worker will be expected to be administratively self supporting.

### **What we offer**

We offer a great benefits package to our employees which includes:

- flexible working hours (where appropriate)
- 10% pension
- 25 days paid holidays and 10 days public holidays a year – pro rata for part time staff.
- maternity/paternity leave
- adoption leave

### **Health and Welfare**

We offer you access to:

Employee Assistance Program (Peninsula) – for confidential advice and counselling  
Occupational sick pay



## SHAKTI WOMEN'S AID

### CASEWORKER *PERSONS PECIFICATION*

Here is a list of the abilities, knowledge and experience required for the above post. Applicants should be able to demonstrate:

#### **Essential**

- At least 2 years' experience of working with and assessing needs of black and minority ethnic women
- Knowledge and understanding of issues affecting black and minority ethnic women
- At least 2 years' experience of advocating on behalf of women to access appropriate services
- An understanding of the needs and concerns of black and minority ethnic women and children experiencing domestic abuse.
- An understanding of the effects of racial discrimination.
- Ability to maintain and respect confidentiality in relation to the work of Shakti and its service users
- Good communication skills
- Ability to work independently and manage a caseload in stressful situations
- Ability to work effectively as part of a team
- A flexible working approach.
- Ability to make effective use of information and legislation on issues such as housing, health, benefits, immigration, racism, etc. on behalf of women and children
- Qualification in relevant field such as Community Education, Social Work, or Health
- Good word processing skills
- Ability to speak a community language; preferably Hindi, Urdu, Punjabi, Bengali, Arabic or African or East Asian language speakers
- A current driving license

Desirable

Access to own car

Reviewed on 4/02/2019  
Revised 29/08/2024  
GP