

**Job title: Women's Support Worker – Wellbeing**  
**30 hrs per week. £25,093 p.a.**  
**7% Employer's Pension Contribution**

#### **JOB PROFILE**

East Ayrshire Women's Aid is a registered charity which exists to provide information, support and refuge for women, children and young people who experience domestic abuse. Our vision is of a society in which women, children and young people are full and equal participants and live free of the threat of domestic abuse and other forms of violence and oppression.

#### **JOB DESCRIPTION**

**Job purpose:** Provide person-centred mental health support for women who have experienced domestic abuse.

**Reporting to:** Team Leader

#### **Key activities:**

- To provide individual, family and group support to women experiencing poor mental health as a result of their experiences of domestic abuse.
- To work holistically with women who may have complex and multiple needs by building on their existing strengths and support networks to enhance resilience and self-esteem.
- Provide support which seeks to empower women; to assist them in recognising the features and dynamics of domestic abuse in their situation and to help them regain control of their lives.
- Advocate for women and work in partnership with other agencies to ensure their needs are understood and met.
- Manage a caseload ensuring that each woman receives a service appropriate to her needs.
- Actively encourage women's involvement in the planning, delivery and evaluation of the services they receive in line with East Ayrshire Women's Aid policies and procedures.
- Participate in the provision of the out-of hours service to our refuges.
- Actively support the Team Leader and Manager in delivering high quality services which comply with appropriate legislation, regulation, policies and procedures and national service standards.
- Take personal responsibility for continuing professional development and achieving the standards of professional conduct required by the SSSC, professional organisations, our funders and EAWA policies and procedures.

- Positively promote a feminist analysis of domestic abuse and apply this understanding to practice.
- Maintain accurate, confidential and up to date database and paper records and case files in accordance with regulatory requirements and East Ayrshire Women's Aid policies and procedures. Produce reports as requested by the Management Team, and other agencies on an as needed basis, maintaining confidentiality in relation to women using the service, staff and projects.
- May also occasionally be required to provide women's support in other settings to meet the need for services, provide cover for absent colleagues, or otherwise.

### **Special requirements**

On-call, occasional evening and weekend working.

East Ayrshire Women's Aid is committed to providing a high standard of service to its users and other stakeholders. The post holder will share a commitment to achieving the aims and objectives of East Ayrshire Women's Aid.

East Ayrshire Women's Aid strives to be an equal opportunities employer

Note: this job profile is intended as an outline of the responsibilities and qualities required for the post, and does not form part of terms and conditions of employment

This post is open to women only (Equality Act 2010 Work Occupational Requirement Exception, Schedule 9 Paragraph 1). East Ayrshire Women's Aid welcomes applications from women from all sections of the community.

## Person Specification: Women's Support Worker (Wellbeing)

Qualifications, training & relevant experience	ESSENTIAL	DESIRABLE
SSSC recognised qualification to enable registration as a worker in a Housing Support Service		✓
At least 2 years' experience working in an environment requiring similar knowledge and skills.	✓	
Competencies	ESSENTIAL	DESIRABLE
Good understanding of domestic abuse and how this can impact mental health.	✓	
Understanding of complex needs and issues affecting individuals with a range of mental health conditions.		
Experience of working within a trauma/recovery model of mental health.		
Commitment to a gendered analysis of violence against women and girls.	✓	
Good understanding of child protection and adult support and protection procedures and the legal responsibilities surrounding these.	✓	
Able to work with women in a way which promotes safety and empowerment.	✓	
Experience of working with women with varying and complex needs.	✓	
Ability to manage a caseload and keep appropriate records and documentation.	✓	
Excellent communication skills, both written and verbal.	✓	
Good organisational and IT skills including using a database.	✓	
Personal Qualities	ESSENTIAL	DESIRABLE
Committed, effective, cooperative.	✓	
Non-judgmental, reflective, compassionate and empathetic.	✓	
Acts with integrity and respect when working with individuals and agencies.	✓	
Able to form effective working relationships.	✓	
Optimistic about the possibility of personal growth and change.	✓	
Drive and determination to provide the best possible services for women, children and young people.	✓	
Commitment to the values of East Ayrshire Women's Aid	✓	
Ability to work flexibly as part of a team.	✓	
Special Requirements	ESSENTIAL	DESIRABLE
Commitment to equalities and anti-discriminatory practice.	✓	
Able to participate in delivery of a 24 hour on-call service to our refuges.	✓	
Membership of PVG Scheme	✓	
Full driving licence and access to own transport (with business insurance) or otherwise able to travel throughout East Ayrshire.	✓	