

**Job title: Women's Outreach Support Worker**

**35 hrs per week. £29,275 per annum**

**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 purpose:**

- Provide practical and emotional support to women in the community experiencing, or who have experienced, domestic abuse.
- 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.
- Contribute as a team member to meeting the aims and objectives of East Ayrshire Women's Aid.

**Reporting to: Team Leader**

**Key activities:**

- Provide individual support in an appropriate setting which may be the woman's home or other venue. Provide direct support to women including the development of individual support plans in line with EAWA's policies and procedures. Regularly review and develop support plans in the light of women's changing needs and priorities. With the consent of service users, work in partnership with other agencies to ensure their identified needs are met. Advocate for women and support them to attend appointments and meetings.
- Work with women to assess the risks they face and support them to develop personal safety plans for themselves and their children.
- Provide relevant and up-to-date information with regard to legal, housing, health, financial and other options available to women.
- Plan and deliver issue based group work activities and outings for women in the community, including women already accessing support, to enhance women's self-esteem and promote support between the women. Encourage women's participation in planning and setting objectives for group work activities, discussions and outings.
- Manage a caseload ensuring that each woman receives an appropriate service individual 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 service users, staff and projects.
- Represent the organisation on forums and work on organisational subgroups.
- Perform other duties as reasonably directed.

#### **Special requirements**

On-call, occasional evening and weekend working. Full driving licence and access to own transport with business user motor insurance or otherwise available to travel within and out with East Ayrshire.

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 (Outreach)

Qualifications, training & relevant experience	ESSENTIAL	DESIRABLE
SSSC recognised qualification to enable registration as a worker in a Housing Support Service <b>OR</b> equivalent experience and willingness to work towards qualification.	✓	
At least 2 years' experience working in an environment requiring similar knowledge and skills.	✓	
Competencies	ESSENTIAL	DESIRABLE
Good understanding of domestic abuse and the effects of abuse on women and their children.	✓	
Commitment to a gendered analysis of violence against women and girls.	✓	
Good understanding of child protection and adult support and protection procedures.	✓	
Knowledge and experience of the rights and options available to women and children experiencing domestic abuse.		✓
Understanding of trauma informed approaches to support.		✓
Able to work with women in a way which promotes safety and empowerment.	✓	
Ability to support women with varying and complex needs.	✓	
Ability to manage a caseload and keep appropriate records and documentation	✓	
Good verbal and written communication skills.	✓	
Good organisational and IT skills including using a database.	✓	
Personal Qualities	ESSENTIAL	DESIRABLE
Committed, effective, cooperative.	✓	
Non-judgemental, reflective, compassionate and empathetic.	✓	
Acts with integrity and respect when working with individuals and agencies.	✓	
Able to form effective working relationships with service users and colleagues	✓	
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.	✓	