**Job Description & Person Specification**

**Job Title:** Women’s Outreach & Refuge Relief Support Worker

**Hours:** 28

**Salary:** £26,500 – £31,500 pro-rata (dependent on skills, knowledge and experience)

**Location:** Hybrid Working – Public Office, Community, Refuge Premises and Home

**Reports To:** Housing Support Team Leader

Clackmannanshire Women’s Aid is a registered charity which exists to provide information, support and refuge for women, children and young people who have been subjected to or are still experiencing domestic abuse. Our vision is a world without domestic abuse, that it is a possibility and that changing attitudes will change lives.

**Main Purpose:**

To provide an Outreach Service to women who have experienced domestic abuse and relief cover for the Refuge-Based Family Support Worker. The post holder will work directly with women, children & young people offering crisis intervention, information, support and advocacy services in the community, in the person’s home or at refuge.

**Refuge Relief Support Duties:**

The post holder will be expected to provide relief cover for the Refuge Worker as required, including during periods of annual leave, sickness absence, or other times when the refuge is temporarily understaffed. This will involve delivering a range of refuge support services, ensuring the safety, wellbeing, and support of women, children, and young people residing in refuge. The individual must be flexible, able to respond to crisis situations, and capable of working both independently and collaboratively with the wider staff team to maintain a consistent and high-quality service in the absence of core refuge staff.

**Main Tasks and Responsibilities:**

* To develop and extend our outreach support service for women living in the Clackmannanshire area
* To provide the highest possible standard of practical and emotional support to women, children and young people living in refuge accommodation, as per Family Support Worker Job Description
* To work in partnership with other agencies to maximise the support and services available to women e.g. police, social work, health agencies, women’s groups, etc.
* To plan, run and evaluate groupwork or drop-in programmes for women, as required
* To comply with CWA’s Professional Practice, Policies and Procedures and ensure the organisation meets the Scottish Women’s Aid National Service Standards.
* To meet annual targets as part of the Staff Team and, agree the targets in partnership with the Director, Team Leader, and regularly reviewing progress
* To ensure accurate record keeping on CWA’s CRM system and ensure that it meets partner, funder and stakeholder requirements to capture outcome data and to complete funder reports as and when required.
* To work closely with the Staff Team to develop and sustain relationships with a range of funders, partners, policymakers and other external stakeholders.
* To contribute to the monitoring and evaluation of the Clackmannanshire Women’s Aid service.
* To promote the work of Clackmannanshire Women’s Aid and the rights & needs of women who experience domestic abuse with other service providers and policy makers.
* To work in partnership with Scottish Women’s Aid and the wider Women’s Aid network, contributing to local and national campaigns that further the aims of Women’s Aid.
* To work a variable shift pattern which may include weekend working.

**Person Specification: Women’s Outreach Support Worker**

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| **Qualifications & Training** | **ESSENTIAL** | **DESIRABLE** |
| Any qualification in the Housing Support Supervisory, Management or Practitioner Category - SCQF Level 6 or 7,  Or equivalent, as listed on the SSSC website | ✓ |  |
| **Knowledge** |  |  |
| Demonstrate an understanding of the dynamics, impact, and scale of domestic abuse and other forms of gender-based violence [GBV] | ✓ |  |
| Demonstrate an understanding of current legislation, policy initiatives and best practice in relation to Domestic Abuse, GBV and Child Protection | ✓ |  |
| Demonstrate an understanding of and commitment to equal opportunities and anti-discriminatory practice and to work with the values of CWA | ✓ |  |
| Demonstrate an understanding of the different skills  required for working with survivors of abuse over the telephone compared with face to face |  | ✓ |
| Demonstrate good IT skills | ✓ |  |
| **Experience** | **ESSENTIAL** | **DESIRABLE** |
| Experience of providing support and information to vulnerable people including crisis intervention, assessment of risk, safety planning, carrying a caseload, multi-agency, advocacy, and information | ✓ |  |
| Experience of supporting women in the community or within their own homes as and when appropriate and when safe to do so |  | ✓ |
| Experience of liaising with a range of partner agencies and advocating on service users’ behalf | ✓ |  |
| Experience of preparing and delivering presentations |  | ✓ |
| **Skills and Competencies** | **ESSENTIAL** | **DESIRABLE** |
| Demonstrate excellent organisational skills, including the ability to prioritise under pressure and to work to tight deadlines | ✓ |  |
| Demonstrate a non-judgemental and empathetic approach | ✓ |  |
| Demonstrate an ability to anticipate problems and to identify solutions to minimise problems | ✓ |  |
| Demonstrate ability to be flexible, manage change and adapt to new ways of working | ✓ |  |
| Demonstrate ability to work on own initiative and as part of the staff team | ✓ |  |
| Demonstrate excellent communication skills - written and verbal | ✓ |  |
| Demonstrate ability to manage personal wellbeing in a challenging work environment | ✓ |  |
| Demonstrate ability to recognise and maintain professional boundaries | ✓ |  |
| Demonstrate ability to use active listening skills and open-ended questions to ensure complex issues are understood | ✓ |  |
| **Special Requirements** | **ESSENTIAL** | **DESIRABLE** |
| A requirement to work a variable shift pattern which may include evening and weekend working | ✓ |  |
| Membership of PVG or willingness to join | ✓ |  |
| Full driving licence & access to own transport and willingness to travel throughout Clackmannanshire and surrounding areas | ✓ |  |
| Ability to have business user motor insurance as you will be using your own car for business use | ✓ |  |