



SHAKTI WOMEN'S AID

JOB DESCRIPTION AND PERSON SPECIFICATION

POST TITLE	BME OUTREACH CAPACITY BUILDING / EDINBURGH AND LGBTI+ KEY CASE SUPPORT WORKER
CONTRACT TYPE	FIX TERM UNTIL 31 MARCH 2027 (POSSIBILITY OF EXTENSION FOR 1 YEAR)
HOURS	35 HOURS PER WEEK (OCCASIONAL EVENINGS / WEEKENDS)
SALARY	£26,810 + 10% PENSION
PLACE OF WORK	EDINBURGH
RESPONSIBLE TO	CEO THROUGH OPERATIONAL MANAGER

Overall Job Purpose

The LGBTI key case worker posts are specifically to support the BME LGBTI service users however the post holder will also be supporting other service users as well. This project will benefit BME women and young people living in Scotland experiencing or at risk of domestic abuse (DA) and requiring support concerning their gender identity and or sexuality. The purpose of the job is to support LGBTI BME women, their children if any and young people, who approach Shakti as a result of experiencing domestic abuse in particular due to their gender recognition and or sexuality. Women and young people 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 and children. Working in partnership with other members of staff and in liaison with other agencies the case worker must also ensure that information and support is available to help resettle women when they are moving to permanent accommodation from the refuge or temporary accommodation. The worker is

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also to support other non LGBTI women to meet the demand for our service.

Main Aims

- Support individuals through their LGBTI journey
- Develop workshops and community education program in the context of the BME communities
- Awareness raising event and training

Key Responsibilities

Support individuals through their LGBTI journey

1. Assess and support LGBTI women, their children (if any) and young people

- Provide information and emotional support to
 - cope with their sexuality; build confidence and self esteem
 - those who are in the process of leaving an abusive family due to their sexuality
 - who need support to help them be independent
- Assess needs of black minority ethnic LGBTI women and young people who come to Shakti and who are being supported by Shakti in the refuge, other temporary or permanent accommodation
- To negotiate and provide holistic support packages for black minority ethnic LGBTI women with experience of domestic abuse, working towards client's personal goals (person centred),
- To signpost LGBTI black & minority ethnic women, their children and young people with experience of domestic abuse to relevant agencies and work in partnership where needed
- To provide basic welfare benefits, housing and legal information to black & minority ethnic women and young people to enable them to make informed decisions.
- Liaise with solicitors, housing and other voluntary or statutory organisations and where needed to accompany women and young people for appointments
- Carry out risk assessments (RIC) and reviews
- Work closely with Shakti staff and agencies in Lothians, Fife, Edinburgh, Dundee and Falkirk, 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

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Enable women to access statutory services as needed

- Liaise with relevant agencies and services, e.g. education, housing, social work, DSS, 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 a varied support structure.
- Keep up to date with current relevant legislation particularly in relation to honour based abuse/forced marriage, housing, and welfare benefits.

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 young people have access to the right accommodation.
- 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.

Support LGBTI women and young people to move on

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

2. Develop materials for workshops and community education program in the context of the BME communities

- Research and develop materials to run focus groups for Shakti service users, community groups and other agencies.

3. Awareness raising event and training

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- Plan, deliver and evaluate training
- With other staff at Shakti organise seminar/events

4. Participate in the overall maintenance and administration of Shakti's services

- Participate in campaigns when appropriate
- 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 with 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.

Overall knowledge and responsibilities

- Promote and adhere to the aims and objectives of Shakti.
- Good knowledge and understanding of equalities issues and the issues affecting BME LGBT women, children and young people
- Experience of Group work
- 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.
- To co-operate in ensuring that the on-call service is covered.
- To represent Shakti on external fora 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 recognizing their needs, referring them to appropriate support organizations, 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

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women in leaving an abusive relationship.

- Have knowledge and understanding of 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

It is essential to the development of SHAKTI WOMEN'S AID service delivery that the post holder can respond flexibly to changes in the post's requirements. This job description is therefore a guide and not an exhaustive list of all responsibilities the post holder may have over time.

Confidentiality

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

Office Support

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

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PERSON SPECIFICATION

Your application should give clear examples of experience, knowledge, skills, and abilities you have gained in both paid and/or unpaid (volunteer) work in relation to the Person Specification criteria.

Essential

- At least 2 years experience of working with LGBTI and assessing needs of Black and Minority Ethnic women. Knowledge and understanding of issues affecting Black and Minority Ethnic women LGBTI persons. Experience of advocating on behalf of women to access appropriate services
- An understanding of the needs and concerns of LGBTI Black and Minority Ethnic women, their children and young people in fear of their sexuality and or their identified gender
- An understanding of the needs and concerns of LGBTI women, their children and young people experiencing and or fleeing domestic abuse.
- An understanding of the effects of racial discrimination.
- An understanding of family and community discrimination due to their sexuality or trans situation (gender as identified by the individual)
- 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 case load 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 fields such as Community Education, Social Work, Health and Social Care
 - Good word processing skills
 - Good presentation skills
 - Ability to speak one of the BME community languages; preferably Hindi, Urdu, Punjabi, Bengali, Mandarin, Cantonese or other South Asian or East Asian language.
 - A current driving license
 - Access to own car - desirable

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