

EDINBURGH WOMEN'S AID

Job Description

Job Title:	Duty & EDDACS Support Worker (Women from Migrant and Ethnically Diverse Communities)
Hours:	35 hours per week Monday, Tuesday, Wednesday, Friday, 9am-4.30pm Thursday 11.30am-7pm
Salary:	£31,816.30 SCP 26
Location:	4 Cheyne Street, Edinburgh, EH4 1JB
Contract:	Permanent contract (subject to funding)
Responsible to:	Duty/EDDACS Team Leader
Peers:	Women's Support Workers, EDDACS workers, Complex Needs Service Senior, Children and Young People's Support Workers.
Holiday Entitlement	26 days annual leave plus 10 public holidays pro rata

This role is subject to satisfactory Adult and Child PVG scheme membership.

Job Purpose

The role of the Duty/EDDACS Support Worker is to provide a confidential, safe and supportive frontline information service to women and agencies who contact EWA across our Duty and EDDACS (Edinburgh Domestic Abuse Court Service) service. Support can be accessed through the crisis phone line and/or 'drop in' service and delivered within a multi-agency framework consisting of the MARAC and local partnership responses to domestic abuse. Where safety issues are assessed, the worker will ensure the completion of the Risk Identification Checklist and an individualised support and safety plan. Where appropriate the worker will assess women, and any accompanying children who are affected by domestic abuse, for refuge accommodation. This role is based at EWA offices 4 Cheyne Street, Edinburgh, EH4 1JB.

The role also provides specialist, culturally responsive and trauma-informed support to ethnically diverse, migrant, refugee and asylum-seeking women, addressing barriers such as insecure immigration status, No Recourse to Public Funds (NRPF), language needs, cultural isolation and difficulties accessing statutory services, while facilitating access to legal, immigration, welfare and housing support.

Main Duties

- To provide a professional and supportive service across the Duty and EDDACS service, either through our drop-in service, by telephone or by contact with another person or organisation.
- To respond appropriately to women who are emotional or in a distressed state and provide an empathetic approach, assessing the situation and identifying the needs of both the women and any accompanying children to ensure the women's safety and to enable the women to make informed choices.
- To provide specialist advice, information and advocacy to ethnically diverse, migrant, refugee and asylum-seeking women experiencing domestic abuse, and to other women as appropriate, in line with the needs of the service.
- Maintain up-to-date knowledge of immigration policy, welfare entitlements, NRPF provisions, domestic abuse legislation and specialist support pathways affecting migrant victims of domestic abuse, acting as a specialist resource within the organisation.
- To promote awareness among partner agencies of the additional risks and barriers experienced by ethnically diverse and migrant women experiencing domestic abuse.
- To ensure that women who are identified as high-risk of harm are prioritised for safety planning, MARAC referrals and actions, and joint working with partner agencies to reduce the risk of harm to them and their children at the earliest opportunity.
- To assess women for refuge accommodation when required.
- To adhere to recording, administration and documentation procedures and EWA policies.
- To assist with the running of our service by being flexible in your approach to this post and carrying out other duties as requested by management that are consistent with this post.

Other Duties

The post holder will be expected to fulfil certain responsibilities to ensure that EWA provides a professional and consistent service. You will be expected to:

- Ensure that EWA policies and health and safety procedures are adhered to in the office and ensure that any matters are raised with the relevant managers.
- Ensure all contacts and incidents are recorded daily, keep statistics as requested, and provide regular written reports for the Board on activities and statistics.
- Ensure information and forms are passed to relevant members of staff.
- Ensure information sources within the office are kept up to date.
- Participate in regular evaluation to ensure the service continues to meet the needs of service users.
- Attend and participate at team meetings and training.
- Participate in regular support and supervision.
- In co-operation with the Duty/EDDACS Team Leader develop a personal skills and training development plan.
- Assist with the running of our service by being flexible in your approach to this post and carrying out other duties as requested by management that are consistent with this post.

Please note- the above list is not exhaustive.

Person Specification

Essential
• Must be fluent in spoken and written English, and either Arabic or Urdu/Punjabi. • Professional Development Award in Domestic Abuse Advocacy (IDAA/IDVA), or a recognised qualification in Social Work, Community Education or SVQ3 Health and Social Care or higher; or equivalent experience. • Experience of advocating for ethnically diverse women and children in a domestic abuse related service. • Clear understanding of the feminist analysis of domestic abuse and commitment to work within this ethos. • Experience of and commitment to building and working in partnership with other agencies and stakeholder to ensure successful outcomes for women and children. • Knowledge and understanding of the specific needs of high-risk victims of domestic abuse and the role of the support worker in relation to high-risk victims. • Knowledge and understanding of Domestic Abuse related legislation, particularly related to ethnically diverse women. • Understand the importance of managing expectations around the criminal justice system and help people to understand what justice looks like for them. • Knowledge and understanding of child protection regulation and the impact of domestic abuse on children. • Understanding of the SSSC codes of practice and National Care Standards. • An ability to negotiate with and influence partnership colleagues to ensure effective delivery of project objectives and outcome. • Good computer skills: competent in Word, Excel and Outlook; and good data collection and monitoring skills. • Ability to communicate clearly and effectively in writing and orally. • Ability to actively listen to others and to challenge others constructively. • Ability to plan, prioritise own workload and work independently.
Desirable
• Understanding and knowledge of the underlying issues causing domestic abuse. • Have a theoretical, practical and procedural knowledge of civil and criminal justice remedies for victims of domestic abuse and their children or willingness to learn quickly.

Edinburgh Women's Aid is an equal opportunities employer and welcomes applications from all sections of the community.

Women only need apply under Schedule 9 (Part 1) of the Equality Act 2010

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