

Job Description & Person Specification

Job Purpose

To work as part of the Women's Support Service team to support and empower women who have experience of domestic abuse. In doing so, providing a quality service that meets legal requirements and AWA standards, policies and guidelines.

Job Activities

- Act as a 'key worker', providing practical and emotional support for women who have experienced domestic abuse using a non-deficit strengths based model.
- Undertake risk assessments, safety and support planning with women.
- To support women taking part in social and recreational activities.
- To support women increase their confidence and improve self-esteem.
- To support women in developing their social skills.
- Work in partnership with other agencies to maximise the support and services available to women e.g. other voluntary organisations, schools, social work and health services. Including preparing reports as appropriate.
- Maintain accurate and up to date records in accordance with AWA policy.
- Contribute to the planning, delivery and evaluation of individual support and group work offered to those who use AWA services.
- Promote the work of AWA in the local and wider community and work in partnership with others to develop services and provide support within the community.
- To carry out all work to the highest possible standards in accordance with professional ethics, AWA policies and procedures, National Care Standards, Scottish Women's Aid National Service Standards and other relevant legislation.

Other

- To work at all times to the ethos, values and AWA protocols.
- To ensure the confidentiality and security of all information in accordance with the requirements of the Data Protection Act 2018 and UK General Data Protection Regulation.
- To comply with AWA Equality Policy.
- To comply with relevant health & safety legislation, good practice and the ethos of AWA

This post requires a PVG scheme record check for both types of regulated work – work with children and work with protected adults. The successful candidate will be required to register with the SSSC.

This job description cannot cover every issue or task that may arise within the scope of the post. From time to time, the post holder may be asked to carry out other duties which are broadly consistent with the duties as detailed above. This list is not exhaustive and may change from time to time to reflect the changing needs of the service.

Community Resource Worker

PERSON SPECIFICATION

	ESSENTIAL REQUIREMENTS	DESIRABLE REQUIREMENTS
Professional / Educational Qualifications	Suitable qualification - must be able to register with SSSC or willing to work towards registration Must be able to undertake further qualifications if needed	Completion of IDAA Training
Relevant work / other experience	Experience of providing support and information to vulnerable people, including crisis intervention, assessment of risk, safety planning, carrying a caseload, multi-agency advocacy, support and information Experience of working from a rights based perspective Experience of interagency work Ability to work in ways that empower participants and encourage participation	Experience of working from a feminist perspective
Knowledge	Demonstrate an understanding of the dynamics, impact and scale of domestic abuse and other forms of gender-based violence Demonstrate an understanding of current legislation, policy initiatives and best practice in relation to child protection Demonstrate an understanding of and commitment to equal opportunities and anti-discriminatory practice Demonstrate an understanding of the different skills required for working with survivors of abuse over the telephone compared with face to face Demonstrate a thorough understanding of Microsoft Office (e.g. Word, Excel, PowerPoint)	Demonstrate an understanding of current legislation, policy initiatives and best practice in relation to gender-based violence
Skills and Competencies	Demonstrate excellent organisational skills, including the ability to prioritise under pressure and to work to tight deadlines	Demonstrate ability to use active listening skills and open-ended questions to ensure

	Demonstrate a non-judgmental and empathetic approach Demonstrate ability to anticipate problems and 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 a team Demonstrate excellent written and verbal communication skills Demonstrate ability to manage personal wellbeing in a challenging work environment Demonstrate ability to recognise and maintain professional boundaries	complex issues are understood Demonstrate ability to use counselling skills when supporting survivors of abuse
Personal Qualities	Full driving licence and access to own vehicle	
Additional Job Requirements	Member of PVG Scheme or willingness to become a member of the PVG Scheme with satisfactory scheme record and/or scheme record update. Must be able to work flexibly (including evenings and weekends) to meet the needs of the project. Must be willing to travel	