

JOB DESCRIPTION

Job Title:	24HR Refuge Support Worker
Hours:	14 hours per week plus 1 sleepover (1 back shift/one day shift includes weekends and public holidays)
Duration:	Permanent contract (subject to funding)
Salary:	£29,232 pro-rata (£11,693 + £45 per sleepover + 7.5% unsociable hours)
Location:	Edinburgh Office
Responsible to:	24HR Team Leader
Peers:	24HR staff, Localities Workers, Duty/Crisis Workers, EDDACS Workers, Recovery Service 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 24HR Refuge Support Worker is to provide a safe and supportive environment for women and children who have experienced or are at risk of domestic abuse and may have additional support needs. You will offer trauma-informed practical and emotional support, supporting women to regain their confidence, independence, and sense of empowerment as they move forward with their lives.

In this role, you will ensure the refuge remains a secure and welcoming space, where women feel safe and supported. You will carry out risk assessments and safety planning, while also assisting with housing, finances, health, and legal matters. You will work closely with external agencies and the wider EWA team to provide a holistic and coordinated approach to support, ensuring women and children receive the most effective support and resources tailored to their needs.

Main Duties

- To assess, with a woman, her support and safety requirements and to develop with her a support and safety package which is appropriately recorded and tailored to her risks and needs.
- To provide practical and emotional support in an empowering way as part of a planned input to support women to recover from domestic abuse who may have additional support needs with mental health, substance misuse or a vulnerability from more than one perpetrator.
- To create a safe environment for women and any accompanying children who use EWA services.

- To support women with concerns in connection with any accompanying children or young people.
- To respond appropriately and empathically to women who are emotional or in a distressed state.
- To ensure the refuge accommodation is available, prepared, and ready for occupation.
- To ensure that all necessary paperwork relating to EWA accommodation is completed.
- To familiarise women and any accompanying children with the appropriate EWA accommodation environment, regulations, expectations and safety procedures.
- To ensure the refuge flats are maintained to a high standard and remain in good repair and decoration.
- To accurately and appropriately advise women of their welfare rights, legal rights, immigration rights, housing options, benefits and child support options.
- To assist women with necessary paperwork for application for housing benefits and other services to enable women to make informed choices and decisions.
- To ensure that EWA's (including any related funder or registration required) records, administration and documentation are completed correctly.
- To provide advocacy support in respect of the above options if required or requested.
- To work positively with other agencies to provide a holistic multi-agency response to women's needs.
- To act within organisational policies and procedures.

Other Duties

- To work to the SSSC code of practice for support workers and national standards for care – housing support services.
- To ensure EWA policies and health and safety procedures are followed.
- To maintain clear, comprehensive records and reporting for service delivery, funder requirements and monitoring and evaluation purposes.
- To actively participate in personal and team development including attending support and supervision, team meetings, training and appraisals.
- To provide information and advice to other professionals, agencies, and individuals on domestic abuse and EWA services to increase referrals.
- To lead and facilitate social/group/evaluation opportunities for women who are using EWA services.
- To actively develop professional and positive relationships with partner agencies.
- To assist with the running of EWA by being flexible in approach and carrying out other duties as required by management and commensurate with this post.

Please note- the above list is not exhaustive

Person Specification

Essential
• Qualified to SVQ Social Services and Healthcare at SCQF Level 6 or other relevant qualification to register as a housing support worker with the SSSC or willingness to work towards a qualification. • Understanding of domestic abuse and the effects of abuse on women and children. • Understanding of additional support needs such as mental health, substance misuse and honour based abuse. • Ability to work within the values and ethos of a feminist understanding of domestic abuse. • Experience of providing person centred, empathic and empowering support to vulnerable women. • Ability to maintain work records and to keep appropriate monitoring and evaluation records to a high standard. • A high standard of verbal and written communication. • Computer literate. • Ability to manage a caseload and work on own initiative in a busy environment. • Non-judgemental and anti-discriminatory approach. • Understanding of child protection and adult support and protection procedures. • Understanding of the SSSC code of practice and National Care Standards.
Desirable
• Experience of supporting women on a one to one basis. • Experience of working with domestic abuse. • Knowledge of current housing, welfare and benefits procedures.

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

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

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