

## EDINBURGH WOMEN'S AID

### Job Description

<b>Job Title:</b>	Community Refuge Support Worker (Women's Support Service)
<b>Hours:</b>	20 hours per week, Monday to Friday
<b>Salary:</b>	£30,740 (pro-rata £17,565.94) SCP26
<b>Responsible To:</b>	Operational Manager
<b>Contract:</b>	Permanent contract (subject to funding)
<b>Holiday Entitlement:</b>	26 days annual leave plus 10 public holidays pro rata

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

#### Job Purpose

To support the provision of a safe, professional and supportive service for women in the Community Refuge accommodation who have experienced or are at risk of domestic abuse.

#### Main Duties

- Providing practical and emotional support in an empowering way as part of a planned input to support women to recover from domestic abuse.
- Creating a safe environment for women and any accompanying children who use EWA services.
- Responding appropriately and empathically to women who are emotional or in a distressed state.
- Accurately and appropriately advising women of their welfare rights, legal rights, housing options, benefits and child support options.
- Assisting women with necessary paperwork for application for housing benefits and other services to enable women to make informed choices and decisions.
- Providing advocacy support in respect of the above options if required or requested.
- Proactively developing an inter-agency approach to working with women.
- Ensuring that organisational policies and procedures are followed and developing policies and procedures from time to time.

### **Other Tasks**

- To work to the SSSC code of practice for support workers and national standards for care – housing support services.
- Ensure EWA policies and health and safety procedures are updated and implemented throughout the team.
- Actively participate in personal and team development including attending support and supervision, team meetings, training and appraisals (if/when applicable).
- To organise and lead social/group opportunities for women who are using EWA services and to use the feedback from such events to develop EWA services.

### **Refuge Specific Tasks**

- To familiarise women and any accompanying children with the appropriate EWA environment, regulations, expectations and safety procedures.
- To appropriately manage conflict within refuge.

**Please note- the above list is not exhaustive**

### **Person Specification**

<b>Essential requirements</b>
<ul style="list-style-type: none"><li>• An understanding of domestic abuse and the effects of abuse on women and children.</li><li>• Ability to practice in accordance with the ethos of a feminist approach to domestic abuse.</li><li>• Experience of conflict management.</li><li>• Experience of providing person centred, empathic and empowering support to women with substance misuse and/or mental health issues and/or other vulnerabilities.</li><li>• Ability to maintain work records and to keep appropriate monitoring and evaluation records to a very high standard.</li><li>• Ability to assess the needs of women and their children and to support ongoing development of a service that meets their needs.</li><li>• Experience of collating information and writing reports for a variety of audiences.</li><li>• Computer literate.</li><li>• Ability to manage a complex caseload and work on own initiative in a busy environment.</li><li>• Non-judgemental and anti-discriminatory approach.</li><li>• Comprehensive understanding of child protection and adult support and protection</li></ul>

procedures.

- Understanding of the SSSC code of practice and National Care Standards.
- A full UK compliant driving licence.

**Desirable requirements**

- Experience of working in the voluntary sector or in a similar role

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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