

EDINBURGH WOMEN'S AID

Job Description

Job Title:	Community Refuge Support Worker (Women's Support Service)
Hours:	20 hours per week, Monday to Friday
Salary:	£30,740 (pro-rata £17,565.94) SCP26
Responsible To:	Operational Manager
Contract:	Permanent contract (subject to funding)
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

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

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

<p>procedures.</p> <ul style="list-style-type: none">• Understanding of the SSSC code of practice and National Care Standards.• A full UK compliant driving licence.
Desirable requirements
<ul style="list-style-type: none">• 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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