



EDINBURGH WOMEN'S AID

JOB DESCRIPTION

JOB TITLE:	24-hour Refuge Support Worker
RESPONSIBLE TO:	Operational Manager
SALARY:	<ul style="list-style-type: none"> - £23,465.10 pro rata (including 7.5% unsociable hours) - £21,453.80 for 32 hours per week (including 7.5% unsociable hours) - + £33.30 per sleepover
HOURS:	32 per week + 1 sleepover (hours include weekends, evenings and public holidays)
HOLIDAY ENTITLEMENT:	25 days annual leave plus 10 public Holidays pro rata

Job Purpose

To provide a safe, professional and supportive service for women and any accompanying children who have experienced or are at risk of domestic abuse, who have additional support needs and who are living in refuge accommodation provided by Edinburgh Women's Aid.

Main Duties

- Assessing, with a woman, her support and safety requirements and developing with her a support and safety package which is appropriately recorded and tailored to her risks and needs.
- 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
- Supporting women with concerns in connection with any accompanying children or young people
- Responding 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 current residents are aware of new placements and to introduce them to each other.

- To ensure the refuge flats are maintained to a high standard and remain in good repair and decoration.
- Accurately and appropriately advising women of their welfare rights, legal rights, immigration 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.
- Ensuring that EWA (including any related funder or registration required) records, administration and documentation are completed correctly
- Providing advocacy support in respect of the above options if required or requested.
- Work positively with other agencies to provide a holistic multi-agency response o women's needs
- Acting within organisational policies and procedures

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 followed
- Maintain clear, comprehensive records and reporting for service delivery, funder requirements and monitoring and evaluation purposes.
- Actively participate in personal and team development including attending support and supervision, team meetings, training and appraisals.
- 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.
- Actively develop professional and positive relationships with partner agencies.
- 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.

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Essential requirements

- 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
- An understanding of domestic abuse and the effects of abuse on women and children
- 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 requirements

- Experience of supporting women on a one to one basis
- Experience of working with domestic abuse
- Knowledge of current housing, welfare and benefits procedures

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