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| **Post Title** | **Women Support Worker (WSW)**  (Permanent subject to ongoing funding) |
| **Hours** | 28-35 hours per week, Monday – Friday |
| **Salary** | **£23,578 per annum** through probation and then rises to **£24,460.80** on satisfactory completion of probation. |
| **Pension** | 5% employers’ contribution |
| **Holidays** | **8 weeks (40 days) annual leave per year.** This is made up of statutory leave and occupational leave (pro rata for part time hours) |
| **Reporting to** | Team Leader |
| **Probation period** | A 13-week probation period will be in place, during which time you will receive in house and external training for the role |
| **Base** | Dingwall Office |
| **Area covered** | Ross-Shire, Skye and Lochalsh |
| **Qualifications** | SVQ Level III or equivalent qualification in childcare (or willingness to obtain) |
| **Checks** | The role will involve working closely and unsupervised with vulnerable adults and children therefore, the post-holder will be required to undergo a full PVG Disclosure |
| **Applications** | This post is open to women only under the Equality Act 2010 Work Occupational Requirement Exception, Schedule 9 Paragraph 1. Ross-Shire Women’s Aid (**RWA**) welcomes applications from women from all sectors of the community. |
| **Responsibilities** | The following job profile is intended as an outline of the responsibilities and qualities required for the post and does not form part of terms and conditions of employment. |

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| **JOB PURPOSE** |
| As part of a team, and in alignment with the commitment of Ross-Shire Women’s Aid, the role of the Women Support Worker (WSW) is to provide practical and emotional support to women who have been affected by domestic abuse, playing a key role in ensuring the effective delivery of our Women Support Service.  This role requires providing person-centred, trauma-informed emotional and practical support to women within the community and Refuge. You will also build and maintain positive professional relationships with key agencies, including Education, Police, Social Work, Health, and Housing.  You will be responsible for safety and support planning for the women in your caseload, always ensuring a high standard of service delivery and professionalism while working as an integral part of the team.  As this role involves working closely and unsupervised with vulnerable children and adults, the successful candidate will be required to undergo a full PVG Disclosure Check and comply with all SSSC codes of practice. |

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| **Key Outcomes and Activities** |
| * Services will be delivered and developed based on the identified needs within the community and in refuge accommodations. * Support will use a trauma informed approach * Local communities will be informed about the services available to them. * Other community organisations will collaborate with us to ensure that women receive the best possible support. |
| **Services will be delivered and developed in alignment with the identified needs within the community and the refuge accommodation. This includes:** |
| * Use a trauma informed approach to listen to and provide support for women experiencing domestic abuse, both in one-on-one and group settings. * Accept referrals and collaborate with women to develop, implement, and review individualised support and safety plans. * Work alongside women to provide emotional, practical, and social support. * Advocate on behalf of women with experience of domestic abuse, both individually and in group settings. * Establish connections with relevant agencies to meet the needs of women effectively. * Assist women in reconnecting with their communities to lead safe, healthy, and confident lives. * Identify gaps in services and collaborate with the management team to explore opportunities to address them. * Collaborating with colleagues to support mothers and children in activities that enhance family bonding, self-esteem, and confidence. * Conduct domestic abuse awareness sessions and promote support services for women. |
| **Support Work (Refuge, Outreach, and Follow-on Support)** |
| * In consultation with other Women Support Workers, run regular sessions for women. * Identify and address the needs arising from the family’s experiences with domestic abuse. * Set up and facilitate group work on topics of interest or concern including Own My Life programme, allowing women to gain mutual support and understanding of their shared experiences. * Actively participate in the outreach support service for women experiencing domestic abuse within the local community. * Work individually with women to help build their confidence and self-esteem, enabling them to take control of their lives and better integrate into their new community. * Aim to minimise the sense of loss that each woman may feel when moving from the family home and leaving the refuge. * Provide appropriate support within the home environment for women. * Collaborate with Children and Young Persons Workers to provide support to mothers and their children effectively. |
| **Local communities will be informed about the available services, and community organisations will collaborate to women receive the best possible support.** |
| * Raise awareness of our services among other organisations. * Provide training to other professionals on the topic of domestic abuse. * Attend local meetings as appropriate to network and share information. * Collaborate with colleagues across Ross-shire to deliver awareness-raising events focused on domestic abuse. * Ensure that information about our services is widely available throughout the area. * Liaise with Scottish Women’s Aid and other Women’s Aid groups to exchange information and resources, fostering mutual support. * Build relationships with children’s service providers in health, education, and social work to promote access to RWA children and young people’s outreach service. * Partner with other agencies to enhance the support and services available to children and young people, including schools, social work, and health agencies. |
| **General** |
| * Take personal responsibility for continuing professional development. * Work within a feminist framework to guide practices and values. * Positively promote the feminist analysis of domestic violence and the initiatives of RWA within the community. * Participate in RWA events and meetings to stay engaged and informed. * Follow RWA’s policies and procedures diligently. * Engage in learning and development opportunities to enhance skills and knowledge. * Stay updated with relevant legislation and best practices in the field. |
| **Additional Requirements** |
| * The responsibilities associated with these positions may vary over time without altering the general nature of the level of responsibility involved. * Given the extensive geographical area covered by RWA, possessing a current driving license and regular access to a car is essential. * A PVG (Protection of Vulnerable Groups) check will be required. |

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| **Person Specification** | **Essential** | **Desirable** | **How we assess** |
| **Education/ Knowledge** |  |  |  |
| Relevant qualifications to meet SSSC registration requirements |  |  | Application form |
| Understanding of the issues and support needs of women who are experiencing domestic abuse |  |  | At interview |
| Understanding of rural issues and the impact this  has for women fleeing domestic abuse. |  |  | At interview |
| **Experience** |  |  |  |
| Previous Women’s Aid experience or work in a women-centered service |  |  | Application form At interview |
| Developing and delivering support plans |  |  | Application form At interview |
| Working as part of a team |  |  | At interview |
| Working in an office base as well as remotely in the community |  |  | At interview |
| Experience of providing one-to one support work |  |  | Application form  At interview |
| Experience of working with other agencies- voluntary & statutory |  |  | Application form At interview |
| Experience of evaluation, report writing, and/or  risk assessments |  |  | At interview |
| **Skills** |  |  |  |
| Ability to establish & maintain effective relationships with women and with professionals  in statutory and other voluntary organisations |  |  | At interview |
| Self-motivated and able to take responsibility for own tasks |  |  | At interview |
| Able to work as part of a remote team |  |  | At interview |
| Ability to establish & maintain effective relationships with other organisations |  |  | At interview |
| Ability to maintain appropriate records |  |  | At interview |
| Commitment to developing and implementing a range of creative methods and programmes |  |  | At interview |
| Commitment to adhering to and upholding the  national care standards |  |  | At interview |
| Good organisational and IT skills |  |  | At interview |
| Excellent communication and listening skills |  |  | At interview |
| **Attributes** |  |  |  |
| Strong self-management and organisational skills |  |  | At interview |
| Responsive and adaptable |  |  | At interview |
| Acceptance and sensitivity to the need for  professional confidentiality |  |  | At interview |