

Job Description - Women's Refuge & Follow on Worker

Introduction

Hemat Gryffe Women's Aid is Scotland's first feminist women's aid service providing refuge, follow-on, and outreach services primarily to women, children, and young people from the Asian, Black, and Minority Ethnic communities experiencing domestic abuse, forced marriage and honour-based abuse. The organisation is a single sex woman only service in terms of the Equality Act 2010. We support all women referred to us and will not turn any woman away without listening to them and sign posting to an alternative agency for support.

Job Purpose

The role of the Women's Support Worker (Refuge & Follow on) is to provide safe, professional and a supportive service for women and their children living in the refuge and to support women when leaving the refuge to move to permanent accommodation via the follow-on service.

<u>Conditions of Employment</u>	
Job Title	Women's Refuge and Follow-on Worker
Salary	£30,357 per annum plus contributory pension
Responsible to	Women's Service Manager
Qualification Requirement	SVQ Social Services and Healthcare at SCQF Level 6 or working towards or willingness to undertake in line with registration requirements of SSSC. The organisation will provide funding to achieve the qualification.
Hours	35 Hours per week (Flexible working as and when necessary)
Holidays	28 days annual leave, one religious day and public holidays
Contract type	Fixed term contract to March 2025. Funded by Scottish Government Delivering Equally Safe Fund
Language requirement	Hindi, Punjabi, or Urdu
Protection of Vulnerable Groups	PVG check prior to appointment

Main duties

- Support women fleeing domestic abuse; providing bilingual support where required whilst maintaining confidentiality.
- To provide practical and emotional support in an empowering way as part of planned support to help women recover from domestic abuse.
- Work effectively with colleagues, external agencies and multi-agency partners when supporting women and their children.
- Participate in a key worker system when providing direct support to women.
- Carry out risk assessments and safety planning for all aspects of direct support.
- Accompany women to appointments, for example to court, lawyers, housing, benefits.
- Facilitate and maintain a support group for women.

- Work collaboratively with service users, ensuring the actions within support plans and other activities are addressed in a timely, professional, and appropriate manner.
- Work within all policies and procedures of the organisation including the SSSC Code of Practice for support workers and national standards for care in housing support services Care inspectorate.
- Communicate complaints/concerns to the Women's Service Manager.

Skills required for refuge and follow on work.

- Assist women settle into the refuge and provide direct support in a housing support service.
- Prepare flats for women being admitted to the refuge and ensure that they are maintained to a high standard and remain in good repair and decoration.
- Conduct flat inspections with colleagues.
- Provide a listening ear to women.
- Inform women of their welfare rights, legal rights, immigration rights, housing options, benefits, and child support options.
- Complete risk assessments in accordance with Data Protection/GDPR guidelines.
- Complete support plans on internal database system in accordance with Data Protection/GDR guidelines and upload all relevant paperwork.
- Assist women to apply for welfare benefit claims, housing benefits and other services to enable them to make informed choices and decisions.
- Advocate on behalf of the women, make telephone calls, accompany women to appointments.
- Provide information to women as required in relation to HGWA policy and procedures pertaining to the health and safety of the refuge.
- Assist women to resettle when moving from the refuge to permanent accommodation as follows:
 - Assist women when viewing a new tenancy and signing lease documentation.
 - Complete all relevant paperwork prior to women moving to new accommodation including a Scottish Welfare Fund application and other relevant welfare benefits.
 - Complete change of address information for the Department of Work & Pensions, the Bank, and other relevant organisations and agencies.
 - Set up utilities at new tenancy.
 - Introduce women to the local area, local amenities and transport routes, hospitals, doctor surgeries and other relevant organisations and agencies.
 - Register woman with doctors and dentist and other agencies as required.

(this is not an exhaustive list)

Other duties

- Follow HGWA policies and health and safety procedures.
- Assist the running of the organisation by being flexible in approach and carrying out other duties as required by management and commensurate with post.
- Evening and weekend work when necessary
- Participate in an on-call rota.
- Participate in training and professional development.
- Travel within Glasgow using public transport/walking.
- Registration with the Scottish Social Services Council (SSSC)

PERSON PROFILE & SPECIFICATION

<u>Requirements</u>	<u>Essential or Desirable</u>
<u>Qualification, knowledge, and experience</u>	
Qualified to SVQ Social Services and Healthcare, SCQF Level 6 or other relevant qualification to register as a housing support worker with the SSSC or willingness to work towards a qualification.	Essential
Experience of providing person centred, empathetic support to vulnerable women who have experienced gender-based violence.	Desirable
Understanding of domestic abuse, forced marriage and honour based and its effect on women and children	Essential
Understanding of child protection and adult support & protection	Essential
Commitment to working within a gendered analysis of domestic abuse	Essential
Knowledge and understanding of rights and options available to women who experience domestic abuse	Essential
Understanding of trauma informed approaches to support	Essential
Ability to work with women in a way which promotes safety and empowerment	Essential
Ability to support women with varying and complex needs	Essential
Good organisational and IT skills including using a data package; Microsoft office; email/internet.	Essential
<u>Competencies</u>	
Listen to women and maintain their confidentiality	Essential
Speak Hindi, Punjabi or Urdu	Essential
Assess the needs of women and conduct risk assessments	Essential
Maintain professional boundaries	Essential
Effective oral and written skills	Essential
Work with confidential materials in accordance with Data Protection/GDPR	Essential
Able to work on your own and part of a team	Essential
Maintain written records of work accurately: telephone calls; referral forms; support plans and computerised data package.	Essential
Work in partnership with external agencies	Essential
<u>Personal Qualities</u>	
Commitment to promoting a women's rights agenda	Essential
Commitment to working in an inclusive and anti discriminatory manner	Essential
Willingness to undertake appropriate training	Essential
<u>Other requirements</u>	
Evening and weekend work when necessary	Essential
Participate on an emergency on call rota	Essential
Maintain and update training plan	Essential
Participate in support and supervision	Essential
Able to travel within Glasgow i.e. walking/using public transport	Essential
Driving licence	Desirable