

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 Refuge & Follow on Worker is to provide a safe, professional, and supportive service for women 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 & Follow on Worker
Salary	£30,357 per annum plus contributory pension
Responsible to	Women's Service Manager
Qualification Requirement	<p>If you do not currently hold a qualification that meets with the SSSC housing support registration requirements, training will be provided to attain this standard.</p> <p>SSSC website provides a list of qualifications that are suitable to register as a support worker in a housing support service. Support worker in a housing support service - Scottish Social Services Council (sssc.uk.com)</p>
Hours	35 Hours per week
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	Bilingual women's support worker (English + Urdu/Hindi/Punjabi)
Protection of Vulnerable Groups	PVG check prior to appointment

Refuge Work

- To provide practical and emotional support in an empowering way as part of planned support to help women recover from domestic abuse living in the refuge.
- To provide bilingual support to women living in the refuge.
- Work with colleagues, external agencies and multi-agency partners when supporting women.
- Participate in a key worker system when providing support to women.
- Carry out risk assessments and safety planning in all areas support.

- Accompany women to appointments, for example: to court, lawyers, housing, benefits.
- Work collaboratively with women, ensuring the actions within support plans and other activities are addressed in a timely, professional, and appropriate manner.
- Inform women of their welfare rights, legal rights, immigration rights, housing options, benefits, and child support options.
- Help women make welfare benefit claims, housing benefit and access other services.
- Advocate on behalf of the women, make telephone calls etc.
- Provide information to women as required in relation to HGWA policy and procedures pertaining to the health and safety of the refuge.
- Prepare flats for women being admitted to the refuge.
- Help women settle into the refuge.
- Conduct flat inspections with colleagues.
- Ensure flats are maintained to a high standard and remain in good repair and decoration.
- Provide a listening ear to women.
- Communicate complaints/concerns to the Women's Service Manager.
- Facilitate and maintain a support group for women.

Follow On Work

Assist women 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

- 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.
- Maintain confidentiality.
- Work within current GDPR guidelines.
- Assist the running of the organisation by being flexible in approach and carrying out other duties as required by management and commensurate with post.
- 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 & Specifications

PERSON SPECIFICATION

Skills, Knowledge, and expertise

Essential

- SCQF Level 6 Social Services & Healthcare or willingness to undertake work-based training to achieve this qualification.
- Experience of providing person centred support to women.
- An understanding of domestic abuse forced marriage and honour-based abuse and its impact upon women.
- An ability to support women with complex needs adopting a trauma informed practice.
- Ability to maintain confidentiality and work with confidential materials.
- Bilingual skills: English, Hindi, Punjabi, or Urdu.
- Willingness to undergo internal and external training.
- Understanding of confidentiality and data protection.
- Ability to complete written paperwork.
- Ability to use Microsoft packages and computer packages.
- Ability to follow policies and procedures within a hierarchical management structure.
- Ability to work on your own or as part of a team.
- Registration with the Scottish Social Services Council (SSSC)
- Commitment to work in an inclusive and anti discriminatory manner.
- Commitment to work within a feminist analysis of domestic abuse.
- Commitment to promoting a women's rights agenda in terms of the Equality Act 2010.
- Commitment to working in an inclusive and anti-discriminatory and anti-oppressive manner.

Desirable

Driving licence

Ability to travel within and out with of Glasgow