

## Women's Support Worker (Refuge & Follow on) Job Description

<b>Job Title</b>	Women's Support worker - Refuge and Follow-on service
<b>Salary</b>	£27,000 per annum plus contributory pension
<b>Responsible to</b>	Hemat Gryffe Womens Aid Women's Service Manager
<b>Qualification</b>	SVQ Social Services and Healthcare at SCQF Level 6 or above to meet registration requirements of SSSC
<b>Hours</b>	35 Hours per week (Flexible working is required as and when necessary)
<b>Pension</b>	Employer Contribution 3% Royal London Pension Scheme
<b>Holidays</b>	Holiday period commences April to March. 28 (increasing to 30 days after 5 years continuous employment) 1 Religious' Day All public Holiday
<b>Contract type</b>	Fixed term contract Funded by Scottish Government Delivering Equally Safe Fund
<b>Main Purpose</b>	
<p>The key role of the Women's Support Worker (Refuge &amp; Follow on) is to provide direct support to women accessing and living in the refuge and to support women when leaving the refuge to move to permanent accommodation via the follow-on service.</p> <p>The Women's Support Worker (Refuge &amp; Follow on) must be bilingual and will speak English and Punjabi, Hindi, or Urdu.</p> <p>The Women's Support Worker will also be responsible for providing direct support to women and participate in a key worker system in accordance with HGWA policy and procedures.</p> <p>The Women's Support Worker will work within a feminist framework of domestic abuse, forced marriage and honour-based abuse, and apply this understanding to all aspects of the organisation's policies and procedures, good practice guidelines, and standards.</p> <p>The Women's Support Worker will report directly to the Women's Service Manager.</p> <p>As an employee of Hemat Gryffe Womens Aid (HGWA) a professional, competent, and effective service is always required when supporting vulnerable women.</p>	

<b>Main Duties and Responsibilities</b>	
1	<p>To provide confidential direct support primarily to women victims-survivors of gender-based abuse from the Asian, Black and Minority Ethnic Community and to provide bilingual support where required.</p> <p>Participate in a key worker system when providing direct support to women in refuge in accordance with policy and procedure.</p> <p>An element of this role will include partnership working with statutory and voluntary sector agencies including, but not restricted to: Police Scotland, Social Work Services, Education Services, Health Services, Law firms &amp; legal personnel, Homeless Case Work Teams, Department of Work and Pensions, Glasgow City Council Housing Benefit Team. <i>(This is not an exhaustive list).</i></p> <p>Report and communicate any complaints and concerns (including concerns of service users) to the Women's Service Manager and Senior Housing Support Worker in accordance with policy and procedure.</p>
2	<p>You will assist the Women's Service Manager and Senior Housing Support Worker with the day-to-day running of the refuge. This will involve <i>(but is not an exhaustive list)</i></p> <ul style="list-style-type: none"> <li>• Assist women settle into the refuge</li> <li>• Prepare flats for women to be admitted to the refuge.</li> <li>• Perform duties asked by the Women's Service Manager or Senior Housing Support Worker.</li> <li>• Conduct flat inspections with colleagues</li> <li>• Provide direct support and a listening ear to women</li> <li>• Complete support plans, risk assessments and other required documentation in accordance with Data Protection/GDPR guidelines.</li> <li>• Make welfare benefit claims</li> <li>• Advocate on behalf of the women, make telephone calls, accompany women to appointments, provide bilingual support as and when required</li> <li>• Provide information to refuge residents as required in relation to HGWA policy and procedures pertaining to the health and safety of the refuge.</li> <li>• Issue welcome packs to women and ensure necessary paperwork is signed and completed.</li> </ul>
3	<p>You will be responsible for the follow-on service which requires assisting women leaving refuge to resettle to permanent accommodation. You will require to work with the Childrens Refuge &amp; Follow-on Worker with women who have children who are leaving refuge. The purpose of the follow-on service is to make the transition from refuge accommodation to permanent accommodation as smooth as possible.</p> <p>You will ensure women in the refuge and the follow-on service have information in relation to HGWA service provision and informed of updated service user policies and procedures in accordance with Health and Social care standards</p> <p>The service involves but is not restricted to:</p> <ul style="list-style-type: none"> <li>• Advocating on behalf of women when viewing and signing tenancy.</li> <li>• Complete paperwork prior to women moving to new accommodation</li> <li>• Provide support to women to assist them to move to new accommodation</li> </ul>

	<ul style="list-style-type: none"> <li>• Completing Scottish Welfare Fund application and other relevant welfare benefits.</li> <li>• Complete a change of address information for the Department of Work &amp; Pensions, the Bank, and other relevant organisations/agencies.</li> <li>• Introduce women to the local area, take the women around local amenities and show her transport routes, hospitals, doctor surgeries and other relevant organisations and agencies.</li> <li>• Register woman with doctors and dentist</li> <li>• Set up utilities at new accommodation (<i>this is not an exhaustive list</i>)</li> </ul>
4	You will work with the Women's Service Manager and the Senior Housing Support worker and the women's workers when dealing with referrals for women requiring refuge accommodation.
5	Ensure all documentation/support plans are completed as required, recorded on a computerised data system, and stored safely in accordance with HGWA Data Protection/GDPR policy and procedures.
6	Contribute to the development of policy, practice and procedures required in the refuge to improve and enhance ongoing service provision to the benefit of staff and service users.
7	Participate in emergency/on call mobile phone on a rotational basis.
8	Participate effectively in support and supervision sessions conducted by the Women's Service Manager.  Participate in fortnightly meetings with the Women's Service Manager and colleagues.
9	Maintain and update a training and development plan and continued professional development in accordance with identified training needs and to satisfy the job role and the requirements of the SSSC.
10	Report and communicate any concerns /complaints raised to the Women's Service Manager.
11	Any other duties consistent with the role of Women's Support Worker as directed by the Women's Service Manager, Senior Housing Support Worker, the management team, and the Board of Directors for example provide cover in areas of service provision that are short staffed.

**PERSON PROFILE & SPECIFICATION**

<b>Requirements</b>	<b>Essential / Desirable</b>
<p><b><u>Qualification, Knowledge, and Experience: -</u></b></p> <ul style="list-style-type: none"> <li>• SVQ Social Services and Healthcare at SCQF Level 6 as required with the registration requirements of the SSSC</li> <li>• Experience of providing face to face/one to one support to vulnerable women who have experienced domestic abuse</li> <li>• Experience of advocating on behalf of women who have experienced domestic abuse</li> <li>• An understanding of a feminist perspective of domestic abuse and the impact of domestic abuse, forced marriage and honour-based abuse upon women.</li> <li>• A knowledge and understanding of the specific issues and culturally sensitive support needs of women, from the Asian, Black and minority ethnic community who are experiencing domestic abuse, forced marriage and honour-based abuse.</li> <li>• Experience of organisational and administrative skills</li> <li>• Experience of interagency work when providing support to vulnerable women</li> <li>• An ability to work within SSSC Codes of Practice Health and Social Care Standards in Housing Support Services</li> <li>• Ability to represent the women’s service at local and national level</li> <li>• To contribute to the development of the organisation and women’s service.</li> <li>• Ability to provide bilingual support in Urdu, Punjabi, or Hindi</li> </ul>	<p>ALL Essential</p>
<p><b><u>Abilities – Skills and attributes</u></b></p> <ul style="list-style-type: none"> <li>• Able to assess the needs of vulnerable women and conduct risk assessments</li> <li>• Able to engage with and develop relationships with women</li> <li>• Maintain professional boundaries</li> <li>• Able to listen to women and maintain their confidentiality</li> <li>• Able to communicate effectively both orally and in writing</li> <li>• Be computer literate (email/internet/Microsoft office packages, virtual platforms: MS Teams/Zoom).</li> <li>• Able to work with confidential materials and information</li> <li>• Able to work using initiative and as part of a team</li> <li>• Maintain accurate and up to date written records of work i.e., telephone calls, referral forms, support plans and a computerised data package.</li> <li>• Able to forge effective alliances with external agencies and practitioners to ensure the safety and protection of service users</li> <li>• Able to communicate in English and Punjabi, Hindi, Urdu</li> </ul>	<p>ALL Essential</p>
<p><b><u>Personal Qualities</u></b></p> <ul style="list-style-type: none"> <li>• Commitment to promoting a women rights agenda.</li> <li>• Commitment to working in an inclusive and anti-discriminatory and anti-oppressive manner.</li> <li>• Willingness to undertake appropriate and relevant training</li> </ul>	<p>ALL Essential</p>

<b><u>Other Requirements</u></b>	
<ul style="list-style-type: none"><li>• Available for evening and weekend work when necessary</li><li>• Ability to travel within/out with the Glasgow area i.e., walking/using public transport.</li><li>• Conform to COVID 19 rules</li><li>• Driving licence</li></ul>	<ul style="list-style-type: none"><li>• Essential</li><li>• Essential</li><li>• Essential</li><li>• Desirable</li></ul>