

Job Description

Women's Domestic Abuse Community Worker

Hemat Gryffe Women's Aid Ltd (HGWA) was established in 1981 and 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. 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.

The organisation is based at Flat 0/1, 24 Willowbank Street, Glasgow, G3 6LZ. This is the first point of contact for women, children and young people requiring support. We are one of thirty-four women's aid groups across Scotland providing support to women, children, and young people.

The legal status of the organisation is a company limited by guarantee governed by a board of directors. The organisation is a single sex woman only service in terms of the Equality Act 2010. The Trustees and staff team are women from a diverse range of backgrounds. A multi-cultural working environment has been in place since the inception of the organisation, and we pride ourselves on the success of this working environment.

The organisation is regulated by the Care Inspectorate, the Office of the Scottish Charity Regulator and staff are registered with and work within policy and practice guidelines stipulated by the Scottish Social Services Council (SSSC).

Main Purpose	
Your role is to provide culturally sensitive support and develop services for women in the Northeast and Northwest localities of Glasgow experiencing domestic abuse, forced marriage and honour-based abuse.	
Conditions of Employment	
Job Title	Women's Domestic Abuse Community Worker
Language	You will be bilingual and speak English and Punjabi, Hindi, or Urdu.
Salary	£26,000
Hours	35 hours per week exclusive of lunch breaks
Responsible to	Women's Service Manager
Qualification	SVQ Social Services and Healthcare at SCQF Level 6, working towards or willingness to undertake in line with registration requirements of SSSC. Funding and support will be provided to achieve this qualification. Expected timescales to obtain the qualification is dependent on certain criteria. First-time registration with Scottish Social Services Council (SSSC) – 5 years. Timescale for employees currently registered are determined by the SSSC. The qualification will be offered on successful completion of a probationary period. The cost of the qualification paid by Hemat Gryffe Women's Aid will be deducted from your final salary if you leave post within 6 months of achieving the qualification.
Pension	Royal London Pension Scheme - Employer Contribution 3%
Holidays	Holiday period April to March, Entitlement: 28 days Annual Leave (pro rata), 1 Religious' Day, public Holiday (pro rata)
Contract type & Funder	Fixed Term Glasgow City Council Community Fund 2023 -2026

MAIN DUTIES AND RESPONSIBILITIES

DIRECT SUPPORT

- To provide crisis support to women living in the Northeast and Northwest localities of Glasgow experiencing domestic abuse, forced marriage and honour abuse.
- To provide confidential one to one bilingual support to women at a safe place.
- Work within HGWA child protection and adult support and protection policies.
- To conduct risk assessment and safety plans with women in accordance with HGWA procedures.
- To advocate on behalf of women.
- To work in partnership with external agencies to ensure the safety of women.
- To attend multi-agency meetings.
- Encouraging the involvement of women in the evaluation and development of services

DEVELOP THE SERVICE IN THE NORTHEAST AND NORTHWEST LOCALITIES

- To develop and raise awareness of this new support service in the Northeast and Northwest localities and to work in partnership with a range of relevant stakeholders and external agencies.
- Work with the digital media worker to develop publicity and marketing materials of the service.

ADMINISTRATIVE WORK

- Maintain accurate and up to date records of support on a password protected device.
- Input information on the online Oasis management system.
- Ensure all documentation/support plans are stored safely in accordance with HGWA Data Protection/GDPR policy and procedures.

EMPLOYEE DUTIES

- You will be expected to work in a professional, competent manner to provide positive outcomes for vulnerable women in accordance with all HGWA policy and procedure.
- You will work within a feminist perspective on the effects of domestic abuse, forced marriage and honour-based abuse and apply this understanding to all aspects of your work in accordance with the policies, procedures, standards, and good practice guidelines of the organisation.
- Contribute to the development of policy, practice, and procedures to improve services within the Northeast and Northwest localities.
- Where necessary contribute to reports or funding applications in consultation with the women's services manager.
- Participate effectively in support and supervision sessions.
- Attend organisation and management meetings.
- Undertake training, maintain, and update a training plan.
- Communicate any concerns/complaints to the women's service manager.

PERSON SPECIFICATION

Requirements	Essential / Desirable
<p><u>Qualification, Knowledge, and Experience: -</u></p> <ul style="list-style-type: none"> • SVQ Social Services and Healthcare at SCQF Level 6 as required within the registration requirements of the SSSC. Work based training will be provided to candidates who do not have the qualification. • Knowledge and understanding of the 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. • Able to provide support in English and Urdu, Punjabi, or Hindi • Experience of providing face to face/one to one support to vulnerable women who have experienced domestic abuse. • Experience of advocating on behalf of women who have experienced domestic abuse. • Knowledge and understanding of the principle of a person-centred approach to practice. • An understanding of a feminist perspective of domestic abuse and the impact of domestic abuse, forced marriage and honour-based abuse upon women. • Experience of organisational and administrative skills • Experience effective partnership working work when providing support to vulnerable women to ensure safety and protection. • Ability to work within SSSC Codes of Practice Health and Social Care Standards in Housing Support Services • To contribute to the development of the organisation and women’s service. 	<p>ALL Essential</p>
<p><u>Abilities – Skills and attributes</u></p> <ul style="list-style-type: none"> • Work using your own initiative and part of a team. • Assess the needs of vulnerable women and conduct risk assessments. • Maintain professional boundaries. • Listen to women and maintain their confidentiality. • Communicate effectively both orally and in writing. • Computer Literate (email/internet/Microsoft office packages, virtual platforms: MS Teams/Zoom). • Work with confidential materials and information in accordance with Data Protection/GDPR guidelines Maintain accurate and up to date written records of work i.e., telephone calls, referral forms, support plans and a computerised data package. 	<p>ALL Essential</p>
<p><u>Personal Qualities</u></p> <ul style="list-style-type: none"> • Commitment to promoting a women rights agenda. • Commitment to working in an inclusive and anti-discriminatory and anti-oppressive manner. • Willingness to undertake relevant training 	<p>ALL Essential</p>
<p><u>Other Requirements</u></p> <ul style="list-style-type: none"> • Ability to travel throughout Glasgow using public transport. • Driving Licence 	<p>Essential Desirable</p>