

Job Description
Women's Domestic Abuse Community 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 Domestic Abuse Community Worker is to provide culturally sensitive support for women in the Northeast and Northwest localities of Glasgow experiencing domestic abuse, forced marriage and honour-based abuse.

<u>Conditions of Employment</u>	
Job Title	Womens Domestic Abuse Community Worker
Salary	£28,500 per annum plus contributory pension
Responsible to	Women's Service Manager
Qualification Requirement	SVQ Social Services and Healthcare at SCQF Level 6 (Adult or Children and Young People), working towards achieving a qualification or willing to undertake the qualification in line with SSSC registration requirements. The organisation will provide funding to achieve the qualification. 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)
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 2026 Funded by Glasgow City Council Community Fund
Language requirement	Hindi, Punjabi, or Urdu
Protection of Vulnerable Groups	PVG check prior to appointment to work with Adults.

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.
- To advocate on behalf of women.
- To work in partnership with external agencies to ensure the safety of women.
- To attend multi-agency meetings.
- Involve 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.
- 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

- 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.
- Report concerns and complaints to the Womens Service Manager
- Registration with the Scottish Social Services Council (SSSC)

PERSON PROFILE & SPECIFICATION

Requirements	Essential or Desirable
Qualification, knowledge, and experience	
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.	Essential
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
Competencies	
Listen to women and maintain their confidentiality	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
Ability 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
Personal Qualities	
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
Other requirements	
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