

Women's Support Worker – Job Description

Introduction

Hemat Gryffe Women's Aid is Scotland's first feminist women's aid service providing refuge accommodation, follow-on, and outreach services primarily to women, children, and young people from the Asian, Black, and Minority Ethnic (ABME) 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 helping.

Job Purpose

The role of the **Women's Support Worker** is to provide direct support to women experiencing domestic abuse, forced marriage and honour-based abuse.

Conditions of Employment	
Job Title	Womens Support worker
Salary	£30,557 per annum plus contributory pension
Responsible to	Women's Service Manager
Qualification Requirement	<p>You will require to register with the Scottish Social Services Council (SSSC) as a social care worker as you will be working in a housing support service. The level of qualification required for the role is as follows:</p> <p>Qualification</p> <p>There is one practice qualification requirement.</p> <p>Practice</p> <ul style="list-style-type: none"> • SVQ Social Services and Healthcare SCQF Level 6 • Any qualification in the practitioner category • Any practice qualification in the supervisor category • SVQ Integrated Health and Social Care SCQF Level 7 (GV7A 23) <p>The SSSC website provides a list of qualifications that are also suitable to register for this role.</p> <p>Support worker in a housing support service - Scottish Social Services Council (sssc.uk.com)</p> <p>The organisation will provide funding for the relevant qualification to be achieved.</p>
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 Funded by the Scottish Government Delivering Equally Safe Fund
Language Requirement	English and (Hindi, Punjabi, or Urdu)
Place of Employment	The Women's Support Worker will provide support to women in the refuge and at the main office at 98 West George Street, Glasgow, G2 1PJ.
Protection of Vulnerable Groups	PVG check prior to appointment.
Right to Work in the UK	Your right to work in the UK will be verified prior to appointment.

MAIN DUTIES AND RESPONSIBILITIES

DIRECT SUPPORT

- To provide support to women in the refuge and from the office at 98 West George Street, Glasgow.
- To provide bilingual support in a community Language Hindi, Punjabi, or Urdu as well as English.
- To provide crisis support, conduct refuge interviews, risk assessments, and prepare safety plans ensuring actions are addressed in a timely, professional, and appropriate manner.
- To provide women practical and emotional support recognising trauma endured.
- To provide a listening ear and confidential one to one support to women.
- Participate in a key worker system when providing support to women.
- Accompany women to appointments, for example: to court, lawyers, housing, benefits.
- 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.
- To advocate on behalf of women.
- Provide information to women in relation to HGWA policy and procedures and pertaining to the health and safety of the refuge.
- Prepare refuge accommodation and help settle women being admitted to the refuge.
- Conduct refuge flat inspections with colleagues.
- Ensure accommodation is maintained to a high standard and in good repair and decoration.
- Assist women when moving from the refuge to permanent accommodation as part of follow-on support.
- Involve women in the evaluation and development of services.
- To work with colleagues, external agencies and multi-agency partners in the provision of support to victims-survivors of domestic abuse, forced marriage or honour base abuse.
- To attend multi-agency and MARAC meetings.
- Work within HGWA child protection and adult support and protection policies.

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.
- Adopt a flexible approach in duties as required by management commensurate with the post.
- Work evening and weekends when necessary / Participate in an on-call rota.
- Participate in training and development.
- Ability to Travel within and out with Glasgow using public transport/walking.
- Report concerns and complaints to the Womens Service Manager
- Registration with the Scottish Social Services Council (SSSC)
- Work with your line manager, management team, and trustees.

PERSON SPECIFICATION

Requirements (<i>Qualification, knowledge & Experience</i>)	Essential or Desirable
Qualification: SVQ Social Services and Healthcare SCQF Level 6 <ul style="list-style-type: none"> • Any qualification in the practitioner category • Any practice qualification in the supervisor category • SVQ Integrated Health and Social Care SCQF Level 7 (GV7A 23) The SSSC website provides a list of qualifications that are also suitable to register for this role Support worker in a housing support service - Scottish Social Services Council (sssc.uk.com)	Desirable
Knowledge and understanding of domestic abuse, forced marriage and honour based and its effect on women.	Essential
Experience of providing person centred support to women	Essential
Understanding of child protection and adult support & protection	Desirable
Commitment to working within a gendered analysis of domestic abuse.	Essential
Ability to respond to referrals and engage with partners to support women.	Essential
Experience of carrying out risk assessments and safety plans	Essential
Ability to work on your own initiative.	Essential
Experience of working with welfare benefits and homelessness/housing	Essential
Ability to work with voluntary and statutory sector organisations and multi-agency partners to provide support and advocacy	Essential
Knowledge and understanding of Diversity, Equality & Inclusion	Essential
Language requirement – in addition to English, community language, Hindi, Punjabi, or Urdu.	Essential
Good organisational and IT skills including using a data packages; Microsoft office; email/internet and databases.	Essential
Competencies	
Listen to women and maintain their confidentiality.	Essential
Maintain professional boundaries.	Essential
Oral and written skills	Essential
Work with confidential materials in accordance with Data Protection/GDPR	Essential
Maintain written records of work accurately: telephone calls; referral forms; support plans and computerised data package.	Essential

HGWA values and objectives	
Commitment to HGWA ethos and objectives to ensure the safety of women.	Essential
Commitment to working in an inclusive and anti-discriminatory manner valuing diversity.	Essential
Willingness to undertake appropriate training.	Essential
Other requirements	
Participate in the organisation 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