

Job title: Women's Support Team Worker

JOB PROFILE

Fife Women's Aid is a charity created on 1 October 2010 by merger of East Fife Women's Aid, Dunfermline Women's Aid and Kirkcaldy Women's Aid.

Vision: "Our vision is of an equitable society in which women, children and young people are valued participants, able to determine their own future and are free from all forms of abuse." **Mission Statement:** "Underpinned by a feminist analysis of domestic abuse, we will work in partnership with others to provide accessible support services for women, children and young people in Fife who have experienced domestic abuse."

JOB DESCRIPTION

Job purpose

The purpose of this post is to provide women's support services for Fife Women's Aid which provides services to women, children and young people who have experienced domestic abuse. Contribute as a Team Member to meeting the aims and objectives of Fife Women's Aid.

Reporting to

Women's Support Team Leader

Key activities

1. Provide emotional, practical support and information at point of contact i.e. in person or telephone to women who have experience of domestic abuse, enabling women to make informed choices/decisions about future actions. This includes initial interview to explore needs, risk assessment, referral to external agencies and assisting with procedures for admission to refuge as appropriate. Working with a wide range of women who may have complex needs and providing a quality service that meets legal requirements and FWA standards and policies.
2. Provide information, responsive assistance and housing support services (refuge based, visiting support, outreach or office based). Admit women and children (if any) to refuge or support them to access alternative accommodation as required. Ensure women accessing the service receive appropriate and accurate information including advice about their rights and that all relevant paperwork is completed accurately. This includes carrying out individual needs assessment, ongoing risk management and developing Support Plans. Support and empower women to identify personal needs and goals to promote their personal development.

3. Act as key worker assisting women through relevant individual support issues using a person centred approach. Provide women with assistance regarding benefits and practical housing issues, safety planning and emotional support. Liaise and advocate on behalf of women with external agencies. Help develop positive working relationships with key partner agencies and stakeholders. Work on a one-to-one basis, and/or in groups relating to women in refuge, follow on or outreach. Participate in staffing the drop-in service and housing support duty cover as required.
4. Actively participate in the general day to day running of the refuges, working in conjunction with the Health & Safety/ Property Team to comply with policies and procedures in health, hygiene and safety in refuge accommodation and all FWA property. Work directly with women to ensure compliance with policies and procedures in health, hygiene and safety in refuge accommodation and all FWA property. Encourage women to clean and maintain accommodation and adhere to refuge rules.
5. Liaise and work collaboratively with all other Fife Women's Aid workers to ensure the smooth running of the service and provision of integrated family support. Organise and facilitate Developmental Group Work for women and encourage full service user participation as required.
6. Promote the work of FWA in the local and wider community, helping to raise awareness of domestic abuse. Support the promotion of FWA's public and media profile, attending appropriate meetings and events on behalf of FWA as required. Take part in preventative, educational and multi-agency work. Work collaboratively with Scottish Women's Aid and take part in local/ national multi-agency training and partnership work. Assist in the development and maintenance of service user information.
7. Work within and comply with organisational policies, procedures legislation and regulatory and funding bodies. Keep up to date with changes in legislation and working practices and ensure national care standards and SSSC requirements are met at all times. Participate in development, monitoring and evaluation of the service as required. Perform administrative tasks in a timely way to ensure smooth running of the service. Provide quantitative and qualitative information on support and related issues regularly and written reports, as required.
8. Support your manager and colleagues in achieving team and FWA objectives, regularly attending team/ other relevant meetings. Work collaboratively, assisting colleagues as appropriate. Work with the Team Leader in taking a proactive role in promoting equality and anti-discriminatory practice throughout all aspects of the work.
9. Work within FWA organisational financial policies and guidelines. Assist with FWA fundraising as required.
10. Perform other duties as reasonably required by the Women's Support Team Leader and show commitment to ongoing personal development.