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| **JOB DESCRIPTION** | |
| **Role Title** | Outreach Women’s Support Worker (full time or part time positions available) |
| **Contract of Employment** | Permanent (funding dependent) |
| **Reporting to:** | Team Leader |
| **Location:** | Office based in Campbeltown, outreach support in Mid Argyll, Kintyre and Islay |
| **Responsible to:** | Direct responsibility to ABWA’s Team Leader. |
| **Role Purpose:** | * Provides confidential, person centered, proactive, phone, virtual and in person support and information for service users. * Working in partnership with organisations seeking information and advice from ABWA. * Based within our Campbeltown or Dunoon offices as well as Outreach support. |
| **Salary** | Qualified: £27,405 + 8% pension (35 hours)  Unqualified: £25,200 + 8% pension (35 hours)  Health and Social Care SVQ level 3, **or** a recognised qualification in Social Work, or Community Education **or** willingness to work towards this. |
| **Hours of work** | 1 x 35-hour post: Monday – Friday 9am – 4.30pm (flexible)  OR  2 x 17.5-hour posts: Monday – Friday 9am – 4.30pm (flexible) |

This post is subject to an Enhanced Disclosure.

**ABWA is an Equal Opportunities Employer:** This post is restricted to female applicants under the Equality Act 2010, schedule 9.

**Organisation profile:**

ABWA provides information, emotional/practical support, refuge accommodation and accommodation advice to all women, their children and young people who are experiencing domestic abuse from their current or ex- partner.

**Main Job Purpose**

ABWA is seeking to recruit Outreach Support Worker/s.

Reporting to the Team Leader, your role is to provide flexible, and person centred one to one and group work support to increase empowerment and opportunities for women in the Campbeltown, Mid Argyll. Kintyre and Islay communities.

The post holder will be an active member of the team, working closely with other ABWA staff members and Children’s Workers to provide the best possible service for its service users in line with their needs, service requirements and SSSC Codes of Practice.

#### **Main Tasks and Responsibilities**

#### Provide professional, empathetic support and information over the phone and by email to women and organisations seeking ABWA’s Services.

* Advise and/or signpost women regarding their welfare rights, legal rights, housing options, child support procedures, and advocate on their behalf with relevant agencies and professionals when appropriate.

#### Work efficiently and effectively in a fast-paced environment.

* Record all contacts and incidents daily, maintain accurate case notes and records and compile statistics as requested.
* Skilled at problem solving.
* Actively attend and participate in regular support and supervision and the appraisal process.
* To undertake other duties as required within the organisation or as delegated by the Management Team.

**General Tasks and Responsibilities**

* Liaise with colleagues to provide an effective and consistent service to women, and/or any children they have.
* To undertake mandatory training and Continual Professional Developmental opportunities as agreed by your line manager.
* Actively attend and participate in team meeting.
* To participate in the national work of the Scottish Women’s Aid network.
* To comply with ABWA’s policies and procedures in all day-to-day duties.
* Adhere to ABWA’s staff Code of Conduct Policy.
* The post holder will receive regular support and supervision from the Team Leader.

**Person Specification -** Candidates must be able to demonstrate the following areas:

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| **Qualifications, Training and Skills** | **Essential** | **Desirable** |
| Health and Social Care SVQ level 3, **or**  A recognised qualification in Social Work, or Community Education **or** willingness to work towards this. |  | **D** |
| 1 years’ experience of providing direct support to service users. | **E** |  |
| Post holder must demonstrate an understanding of domestic abuse | **E** |  |
| Post holder will be required to register with the Scottish Social Services Council (SSSC) | **E** |  |
| Demonstrate ability to appropriately and professionally support service users who may at times present as distressed or challenging due to their circumstances. |  | **D** |
| Demonstrate excellent, effective problem solving skills. | **E** |  |
| Demonstrate excellent IT skills – Word, and Excel. | **E** |  |
| Demonstrate strong listening and interpersonal communication skills. | **E** |  |
| Experience of OASIS database. |  | **D** |
| **Knowledge and Experience** |  |  |
| Demonstrate knowledge and understanding of adult and child protection regulation and the effect domestic abuse has on women and their children. | **E** | **D** |
| Demonstrate your understanding of risk and experience of completing risk assessments. |  | **D** |
| Completing and reviewing support plans in conjunction with service user needs and SSSC Codes of Practice. |  | **D** |
| Experience of developing and delivering group work sessions. |  | **D** |
| Demonstrate a non-judgemental and empathic approach to service users and their needs. | **E** |  |
| Demonstrate your understanding and knowledge of Trauma Informed Practice. | **E** |  |
| Ability to work in a dynamic, fast moving environment with competing deadlines. | **E** |  |
| **Additional Requirements** | **Essential** | **Desirable** |
| The post holder must have access to a vehicle with Business Insurance. | **E** |  |
| Commitment to attend and participate in ABWA team meetings, service development and strategic planning. | **E** |  |
| Demonstrate an understanding and commitment to maintain and respect confidentiality internally and externally in relation to the work of ABWA. | **E** |  |
| **Personal Attributes** | **Essential** | **Desirable** |
| Demonstrate a commitment to equal opportunities and anti-discriminatory practice and commitment to calling it out when this is not adhered to. | **E** |  |
| Adhere to ABWA’s commitment to provide a high standard of service to its service users and other stakeholders. | **E** |  |
| The post holder must understand and adhere to a feminist analysis of domestic abuse and share ABWA’s commitment to achieving its objectives. | **E** |  |
| Flexible in your approach and carrying out other duties as requested by the Management team, consistent with this post. | **E** |  |

**What we offer**

Great benefits for our employees which include:

* Training
* Flexible working hours (where appropriate)
* 8% pension
* 25 days paid holidays and 12 days public holidays a year – pro rata for part time staff.
* Maternity Leave / Parental Share Leave