

**WOMEN'S SUPPORT WORKER - DIGITAL AND FINANCIAL INCLUSION (Female)  
JOB DESCRIPTION**

<b>Job Title</b>	<b>Women's Support Worker - Digital and Financial Inclusion (Female)</b>
<b>Salary:</b>	<b>£22,571 - £25,927 per annum</b> (salary will be set dependent upon qualifications and experience)
<b>Hours:</b>	<b>Hours: 37 hours per week</b>
<b>Responsible to:</b>	Strategy & Business Development Manager, and will also be responsible to the Chief Executive and Board of Trustees
<b>Job Purpose</b>	<p>This role has been developed in response to the particular needs of women at risk of, living with or recovering from domestic and sexual abuse to improve their financial resilience and digital resources, and will sit within our range of Women's Community Services.</p> <p>As more services transition online, many vulnerable women are at risk of becoming excluded from vital services. This role will support women to overcome barriers preventing them from accessing and utilising technology and digital tools to become digitally and financially empowered. You will provide a range of support, responding to women's individual circumstances, to build financial resilience and independence. In addition, you will also develop an interactive, practical group learning programme for women aimed at increasing their digital and financial life skills, which will be underpinned by online safety.</p>

This post is open to female applicants only as being female is deemed to be a genuine occupational requirement under Schedule 9, Paragraph 1 of the Equality Act 2010.

**JOB DETAILS**

**Core Functions, Duties & Responsibilities**

**Core Requirements:**

- To work as a committed member of the Staffordshire Women's Aid team.
- To support the aims, values and working principles of Staffordshire Women's Aid, and to work in alignment with Staffordshire Women's Aid's Policies and Procedures.
- To take all possible steps to ensure the safety and confidentiality of service users, staff, volunteers, and management of Staffordshire Women's Aid.

## **Specific Duties:**

- To provide advice and support to service users on sustainable budgeting, income maximisation and money management, including financial health assessments.
- To provide tailored support to help victims/survivors recover from the impacts of financial and economic abuse.
- To provide basic digital support and advice to enable service users to increase their IT skills and become more digitally fluent, including IT accessibility & digital skills assessments.
- To deliver regular drop-in sessions for women, providing brief support with specific financial and digital issues.
- To develop, facilitate, organise and deliver structured group work programmes, workshops and other educational initiatives teaching practical digital/financial skills enabling users to access more services online.
- To provide face to face, telephone, video and email based support.
- To identify accessible and affordable IT options available to service users.
- To ensure women have the skills and knowledge to stay safe online.
- To advise and assist with applications to increase income from other sources, including charitable trusts, local authority schemes and utility companies.
- To signpost to other local specialist agencies for expertise when required.
- To maintain up to date knowledge around digital and financial issues, case law and the effects of any reform and forthcoming changes.
- To help service users to meet their personal goals and ambitions.
- To monitor and evaluate activities as directed and ensure internal case management systems are updated.
- To establish and support a volunteer team to assist in the delivery of the project.
- To liaise and network with partner agencies, developing working relationships which benefit SWA and service users.

## **General Responsibilities:**

- Work flexibly to allow us to offer the best service possible to service users, this will involve working some evening/ weekend sessions.
- Attend team and service meetings as required and collaborate with colleagues in achieving team and service objectives.
- Attend relevant training/ conferences / workshops in line with identified professional objectives.

## **Variation Clause**

Staffordshire Women's Aid reserves the right, following consultation with the member of staff, to vary, add or alter any of the terms and conditions of employment attached to this post.

This job description will be reviewed annually and may need to be revised according to the priorities of current workload with the agreement of the Board of Trustees and the CEO.

The performance of the post holder will be monitored through regular supervision by the line manager and reviewed at each annual appraisal.

It is in the nature of the work of Staffordshire Women's Aid that tasks and responsibilities are in many circumstances unpredictable and varied. All employees are therefore expected to work in a flexible way when the occasion arises so that tasks which are not specifically covered in their job description are undertaken. These additional duties will normally be to cover unforeseen circumstances or changes in work and will normally be compatible with the regular type of work.

Please be aware that you will be required to undertake a DBS check, and may be required to undertake additional security checks to work in some settings.

A full driving licence and access to a vehicle are essential requirements of the post.

### **General Information and Conditions of Service**

- 5 weeks holiday (pro rata) per year, plus statutory holidays.
- Staffordshire Women's Aid contributes a sum equivalent to 3% of the annual salary to the company pension scheme following successful completion of 3 months probationary period, and subject to staff contribution as part of auto-enrolment.
- Overtime is unpaid; time of in lieu is to be taken in consultation with line manager.

**WOMEN'S SUPPORT WORKER - DIGITAL AND FINANCIAL INCLUSION (Female)**

**PERSON SPECIFICATION**

<b>Criteria:</b>		<b>Essential</b>	<b>Desirable</b>
<b>Qualifications:</b>	GCSE, or equivalent, in English and Maths.	x	
	Educated to graduate level, or equivalent.		x
	Level 2 IT qualification, or equivalent.	x	
	Certificated course or qualification in advice, debt, benefits, money management, economic abuse.		x
	Further training or experience in domestic violence and/or sexual violence.		x
<b>Experience:</b>	Experience of delivering information, advice and guidance.	x	
	Experience of supporting people to use IT.	x	
	Experience of working with individuals who are financially vulnerable and/or digitally excluded.	x	
	Experience of working effectively in partnership with a range of stakeholders.	x	
	Experience of working or volunteering within advice services, debt services or IT services.		x
	Experience of working or volunteering in the Domestic Violence, Sexual Violence or Violence Against Women and Girls sector.		x
	Experience of working with volunteers.		x
<b>Knowledge &amp; Understanding:</b>	A thorough understanding of Domestic Violence, Sexual Violence and the broader Violence Against Women and Girls agenda.	x	
	A thorough understanding of financial and digital issues, the barriers to inclusion, and how these specifically impact on women.	x	
	Up to date knowledge of money advice issues.	x	
	Strong, up to date knowledge of relevant legislation, policies and reform.	x	
	An understanding of anti-discriminatory working principles and practices, and of the importance of an ethos of diversity.	x	
	Knowledge of local networks and resources in Staffordshire.		x

<b>Skills:</b>	Excellent ICT skills to enable and support effective delivery, monitoring and reporting.	x	
	Ability to understand complex information and convey it in a way that is understandable to service users.	x	
	Excellent interpersonal and communication skills.	x	
	Ability to use initiative and be creative.	x	
	A commitment to delivering safe, appropriate and high-quality services to women, promoting an ethos of empowerment.	x	
	Demonstrate a high degree of professionalism and integrity.	x	
	Ability to prioritise workload, work under pressure, and organise and manage workload.	x	
	Ability to monitor and evaluate projects.	x	
	Ability to produce written reports, presentations, documents, training materials and resources to a high standard.	x	
<b>Other:</b>	Willingness to use supervision appropriately and effectively.	x	
	Ability to identify and solve problems, escalating to management as appropriate.	x	
	Ability to work flexibly as part of a team.	x	
	Ability to self-manage and to practice good professional self-care.	x	
	Commitment to on-going professional learning and development.	x	
	Resilience, determination, enthusiasm and a sense of humour	x	