



WOMEN'S SUPPORT WORKER JOB DESCRIPTION

Job Title	Women's Support Worker
Salary:	£23,990 - £26,487 per annum (salary will be set dependent upon qualifications and experience)
Hours:	Hours: 37 hours per week
Responsible to:	Women's Community Services Manager, and will also be responsible to the Chief Executive and Board of Trustees
Job Purpose	<p>This role has been developed in response to the particular needs of women at risk of, living with or recovering from Violence Against Women and Girls to improve their personal independence, employability, financial resilience and digital resources, and will sit within our range of Women's Community Services.</p> <p>You will provide a range of trauma informed support, responding to women's individual circumstances to build resilience and independence. You will support women to overcome barriers preventing them from accessing and utilising technology and digital tools to become digitally and financially empowered and increase their employability.</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 tailored one-to-one support to help victims/survivors recover from the practical and emotional impacts of any form of Violence Against Women and Girls (VAWG) aimed at increasing safety, personal independence and confidence.
- To provide tailored support to help victims/survivors recover from the impacts of financial and economic abuse.
- To provide advice and support to service users on sustainable budgeting, income maximisation and money management.
- To provide basic digital support and advice to enable service users to increase their IT skills, including IT accessibility.
- To provide support and interventions aimed at increasing women's employability and increase resilience to the elements that make women vulnerable to continuing unemployment.
- To deliver regular drop-in sessions for women.
- To develop, facilitate, organise and deliver group workshops/programmes 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 ensure women have the skills and knowledge to stay safe online.
- To advise and assist service users 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 empower service users to identify and achieve their personal goals and ambitions.
- To monitor and evaluate activities as directed and ensure internal case management systems are updated.
- To work with volunteers as necessary to assist in the delivery of the project.
- To liaise and network with partner agencies, developing working relationships which benefit SWA and service users.
- To assist in the delivery of training and group work as required.

General Responsibilities:

- To share responsibility for covering the Help Line during office hours as required, making sure there is cover throughout the day when needed.
- 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 organisational 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

PERSON SPECIFICATION

Criteria:		Essential	Desirable
Qualifications:	GCSE, or equivalent, in English and Maths.	x	
	Educated to graduate level, or equivalent.		x
	Certificated course or qualification in advice, debt, benefits, money management, economic abuse, IT.		x
	Further training or experience in Violence Against Women and Girls, domestic violence and/or sexual violence.		x
Experience:	Experience of working or volunteering in the Domestic Violence, Sexual Violence or Violence Against Women and Girls sector.		x
	Experience of delivering information, advice and guidance.	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 with volunteers.		x
	Experience of delivering training and/or group work		x
Knowledge & Understanding:	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	
	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

Skills:	A commitment to delivering safe, trauma informed, appropriate and high-quality services to women, promoting an ethos of empowerment.	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	
	Excellent ICT skills to enable and support effective delivery, monitoring and reporting.	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	
Other:	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	