

## WOMEN'S SUPPORT PRACTITIONER

### JOB DESCRIPTION

<b>Job Title</b>	Women's Support Practitioner
<b>Salary:</b>	£24,471 per annum pro rata
<b>Hours:</b>	22.5 hours per week
<b>Responsible to:</b>	Responsible to: Operations Manager, Chief Executive and Staffordshire Women's Aid Board of Trustees.
<b>Job Purpose</b>	To support the effective delivery of the Building Better Opportunities programme providing holistic support for disadvantaged people who are not in work or in low paid jobs within the Stafford and South Staffordshire area.

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

The role is funded by the National Lottery Community Fund.

### 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 the service users, staff, volunteers, and management of Staffordshire Women's Aid.
- To promote equality and value diversity.

## **DUTIES AND RESPONSIBILITIES OF THE POST**

- To support the effective delivery of the Building Better Opportunities programme providing holistic support for disadvantaged people who are not in work or in low paid jobs within the Stafford and South Staffordshire area.
- Providing tailored one to one support by telephone, by email, video conferencing, in writing and in person to give those with multiple barriers to employment more chance of getting a job or a better job as part of a managed participant journey to work.
- Achieve a range of outcomes by supporting individual progression towards employment, including, for example, becoming employed, moving into education, or training, entering job search, improving health, increasing self-confidence and the acquisition of work-related skills.
- Be responsible for maintaining participant records and ensuring services are coordinated to avoid duplication and ensuring that participants access the support they need. Participant support will need to be provided in a variety of settings including at the Support Hubs, Council Offices, participants homes and other suitable venues in community locations.

### **Main Duties**

- Help participants access advice on a range of issues including preparing for employment, in work advice, volunteering, training, benefits, budgeting, housing and IT support.
- Enable and support participants to engage with partner organisations and others and receive specialist support where a need is identified.
- Ensure all records both hard copy and electronic are maintained. Update the participant monitoring system with all relevant information regarding each participant and ensure appropriate paperwork is completed in line with BBO requirements.
- Host and manage Support Hubs in Cannock and Stafford to provide additional support to participants.
- Provide specific support for job search and accessing training. This will include support around CV writing, interview skills and basic ICT skills.
- Identify possible opportunities for participants including volunteering, work experience placements and paid employment.
- Engage with potential employers and act as a point of reference for the participant and employer providing post-employment start support.
- Support participants in obtaining volunteering roles as part of a process of building up skills, self-confidence and improving both mental and physical health.

## **GENERAL DUTIES**

- To comply with all policies and procedures of Staffordshire Women's Aid.
- To behave at all times with a high degree of professional and personal integrity and probity so as to ensure trust is maintained in the work undertaken by the post holder and in relationships with staff and service users of Staffordshire Women's Aid and other organisations.
- To take reasonable care for the health and safety of yourself and other persons who may be affected by your acts or omissions and to comply with Staffordshire Women's Aid Safety Policy and relevant legislation.
- To ensure that the principals of equality of opportunity and recognition of the benefits of integrating diversity are actively pursued within the services provided by Staffordshire Women's Aid and its employment policies, practices, and procedures.
- To undertake any other duties that may be required by Staffordshire Women's Aid

## **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 review 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.

## **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

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### PERSON SPECIFICATION

Criteria:		Essential	Desirable
<b>Qualifications:</b>	Three GCSE's Level 4 or above (old grade C) or equivalent in at least 3 subjects or equivalent qualifications, including Maths and English.	x	
<b>Experience:</b>	Experience working with victims/survivors of domestic and sexual violence.		x
	Previous experience in a customer service environment dealing directly with people who are disadvantaged or vulnerable.	x	
	Previous experience of working with the public, private and voluntary sectors, particularly in relation to supporting the economically inactive and those furthest away from the labour market.		x
	Dealing with work of a confidential nature.	x	
	Experience of supporting people in volunteering.		x
	Experience of supporting people with job search related activities.		x
	Experience of delivering effective 1-2-1 advice and guidance.	x	
<b>Knowledge &amp; Understanding:</b>	Able to demonstrate an understanding of individuals with multiple barriers to employment.	x	
	An understanding of anti-discriminatory working principles and practices, and of the importance of an ethos of diversity.	x	
	Understanding of and commitment to the Violence Against Women and Girls agenda, and its place in the values of Staffordshire Women's Aid.	x	
<b>Skills:</b>	Excellent communication skills and an ability to interact and communicate with people at all levels including by telephone, email, in writing and in person.	x	
	Able to form good working relationships with others and work as an effective team member.	x	
	Ability to prioritise workload, work under pressure to manage workload.	x	
	Good ICT skills to enable and support effective monitoring and reporting.	x	
	Ability to identify and solve problems, escalating to management as appropriate.	x	