

Stirling and District Women's Aid

Children and Young Person's Support Worker

Job Description

Job title: Children and Young Person's (CYP) Support Worker

Main Purpose: To provide all necessary and appropriate support for children and young people contacting Stirling and District Women's Aid and using its services.

Organisational position:

Direct line manager: Outreach Manager (Family outreach and Children's Service)

Peers: Women's Support Workers, Children and Young People's Support Workers,

Direct reports: None

Volunteer responsibilities: Children and Young Person's support volunteers, including peer educators

Duties¹

Support service

- Deliver support to individual children or young people in the refuge, office or other locations as agreed with the Manager; including:
 - Provide general counselling, emotional support and information on education, welfare and other issues;
 - Obtain refuge or temporary accommodation for families fleeing domestic abuse either locally or nationally;
 - Assist service users to access services as appropriate;
 - Liaise with relevant professionals, agencies and individuals on behalf of service users;
 - Assist the service user to engage with relevant professionals and accompany her/him to appointments if required;
 - Provide background reports for other agencies and letters of support for service users
- Act as a key worker for individual children and young people.

¹ A duty is defined as an undertaking which each individual must personally do.

- Develop individual support plans in conjunction with each child or young person.
- Deliver one-to-one and groupwork support sessions for children and young people.
- Assist in the admission of families or individual women to the refuge in conjunction with another support worker or the Manager
- Provide appropriate support for individual children and young people as necessary including arranging and attending meetings with health, education, and social work.
- Ensure compliance with all relevant policies and practices of the organisation and that all necessary records and paperwork are complete and up-to-date.
- Provide cover for services as appropriate and requested by Manager.
- Basic maintenance at refuge and office as required
- Support training delivery in schools and nurseries

Strategic planning and organisational development

- Contribute to the development and implementation of SWA's business plan, annual report and other corporate publications and documents.
- Contribute to the review of effectiveness and quality of service delivery.
- Facilitate stakeholders, in particular survivors of domestic abuse, to participate in the work of SWA.
- Contribute to the collation of statistics and other evidence necessary for strategic planning, fundraising and organisational development.

Influencing and networking

- Represent the organisation externally including attending relevant events, networks, committees, working groups, fora, and other bodies as requested by the Manager.
- Work in partnership with Scottish Women's Aid, the wider Women's Aid network and other relevant partners, contributing to local and national campaigns that further the aims of Women's Aid and challenging domestic abuse.
- Contribute to the maintenance of a positive and supportive atmosphere within Stirling and District Women's Aid.

Other

- Positively promote and implement the feminist analysis of domestic abuse.
- Attend training or other professional development activities as required to effectively perform the role of CYP Support Worker.
- Supervise volunteers as appropriate.
- Other reasonable duties, roles, training or other activities as and when required and agreed with the Manager

Person Specification –Children’s Worker

Knowledge	Essential	Desirable
Knowledge and understanding of child protection regulation and the impact of domestic abuse on children.	✓	
Knowledge and understanding of domestic abuse issues or capacity to acquire such an understanding.	✓	
Understanding of feminist analysis of domestic abuse or capacity to acquire such an understanding.	✓	
Knowledge, understanding and commitment to equality and human rights law and good practice.		✓

Skills	Essential	Desirable
Ability to communicate clearly and effectively in writing and orally.	✓	
Ability to plan, prioritise workload and work independently.	✓	
Ability to actively listen to others.	✓	
Ability to challenge others constructively.	✓	
Ability to work well with others and keep calm under pressure.		✓
ICT literate (minimum: Able to use Outlook / Outlook express; conduct an internet search and use webmail; and use Word, Excel and other standard Office packages).	✓	
You must have one of the following qualifications or an equivalent: <ul style="list-style-type: none"> • SVQ 3 Social Services (Children and Young People) at SCQF Level 7 • HNC Early Education and Childcare • SVQ 3 Playwork (at SCQF Level 7) • BA (Hons) Social Work (or equivalent) • Degree or Diploma in Community Education or equivalent as recognised by the Standards Council for Community Learning and Development for Scotland Approvals Committee • A qualification meeting the registration requirements of the General Teaching Council for Scotland, Nursing and Midwifery Council, General Medical Council or by the Health and Care Professions Council 	✓	
Drivers Licence and Access to car	✓	

Experience	Essential	Desirable
Experience of working / engaging with vulnerable children,	✓	

experienced domestic abuse		
Experience of providing one to one support to children and young people	✓	
Experience of writing reports and keep up to date records	✓	
Experience of and commitment to building and working in partnership with other agencies and stakeholder to ensure successful delivery the service	✓	