

Stirling and District Women's Aid
Outreach Family Support Worker
Job Description

Job title: Outreach Family Support Worker

Main Purpose: To provide all necessary and appropriate support for families needing outreach support delivered by Stirling and District Women's Aid.

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: Women's support volunteers

Drivers licence and access to car essential

Duties¹

Support service

- Deliver support to families in an outreach capacity, locations as agreed with the Manager; including:
 - Provide general counselling, emotional support and information on housing, benefits; legal and other issues;
 - Obtain refuge or temporary accommodation for families fleeing domestic abuse either locally or nationally;
 - Assist service users to complete official forms e.g. housing applications, benefit forms.;
 - Liaise with relevant professionals, agencies and individuals on behalf of service users;
 - Assist the service user to engage with relevant professionals and accompany her to appointments if required;
 - Provide background reports for other agencies and letters of support for service users

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

- Act as a key worker for individual families and supporting vulnerable women to support their children
- Develop individual support plans in conjunction with each family.
- Deliver one-to-one and group work support sessions for women
- Admit families or individual women to the refuge in conjunction with another support worker or the Manager
- Provide appropriate support for individual women as necessary including arranging and attending meetings with health, education, social work, police and solicitors.
- 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

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, 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 Women's 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 – Family Outreach 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 own 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 a one of the following qualifications or equivalent: <ul style="list-style-type: none"> • SVQ 3 in Health and Social Care, Community Justice, Playwork or Children's Care, Learning and Development • Degree or Diploma in Community Education • HNC Early Education and Childcare • HNC Social Care • BA (Hons) Social Work (or equivalent) • A qualification meeting the registration requirements of the General Teaching Council, Nursing and Midwifery Council, General Medical Council or the following professional groups regulated by the Health Professions Council 	✓	
Drivers Licence and Access to car	✓	

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

young people and adults; ideally with people who have experienced domestic abuse		
Experience of providing one to one support to families and or individuals	✓	
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		✓