

Stirling and District Women's Aid
Women's Senior Support Worker
Job Description

Job title: Women's Service Manager (Refuge and Drop in)

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

Organisational position:

Direct line manager: Executive Manager

Peers: Outreach Manager (Family outreach and Children's service)

Direct reports: Women's support workers

Volunteer responsibilities: Women's support volunteers

Duties¹

Management

- Provide day-to-day management of the women's support team, including ensuring legal compliance, good practice and compliance with the organisation's constitution and policies/procedures.
- Manage the women's support team, including facilitating clear communication and providing regular, planned and structured support, supervision and appraisals to direct reports; identifying and addressing training, development and support needs.
- In conjunction with the Exec Manager ensure appropriate allocation and effective workload management of the women's support team

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

to ensure that the service is appropriately staffed at all times; including where necessary provide cover for services as required.

- Support the Manager to keep the effectiveness and quality of service delivery under regular review and take remedial action as directed by the Manager.
- Act as the named manager for the Care Commission registration and ensure compliance with all relevant law, good practice and reporting requirements related to this.
- Manage Refuge accommodation including compliance, maintenance, allocation and partnerships.

Support service

- Deliver support to individual women in the refuge, office or other 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
- Act as a key worker for individual women.
- Develop individual support plans in conjunction with each woman.
- Deliver one-to-one and groupwork 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 e.g. changing lightbulbs; and notification of issues to Administrator.

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 Women's Senior Support Worker.
- Supervise volunteers as appropriate.
- Other reasonable duties, roles, training or other activities as and when required and agreed with the Manager

Responsibilities²

- To ensure, in conjunction with the Manager, that the women's support service meets or exceeds all relevant legal and regulatory requirements.
- To ensure, in conjunction with the Manager, the effective and efficient administration of the women's support service including use of resources, striving for best practice and good governance.
- To support the appropriate recruitment, appointment, remuneration, training and support of staff, volunteers in relation to the women's support service.
- To ensure that weekly house meetings and activities take place.

² A responsibility is defined as an undertaking which the individual must ensure are achieved but need not personally do.

- To ensure that the refuge complies with fire regulations including ensuring that regular fire drills take place and fire equipment is kept in good working order.
- To ensure electrical equipment is in good order and regularly checked by an electrician.