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| **Job Description** | | |
| **Job Title: Women’s Aid Project Worker** | | |
| **Core Purpose of Job** | To provide emotional, practical & trauma informed approach to women, children and young people experiencing Domestic Abuse. | |
| **Organisational**  **Position** | Board of Directors  Chief Officer  Finance /Admin  Service Managers  **Women’s Aid Worker** | |
| **Key Activities**   * Provide an emotional, practical and trauma informed approach in person or telephone to women who have experience of domestic abuse, enabling them to make informed choices/decisions about future actions. Act as key worker assessing and delivering individual and person based support. This includes initial contact to explore needs, risk assessment, referral to external agencies and assisting with procedures for admission to refuge as appropriate. * Participate in the planning, delivery and evaluation of individual support and group work offered to women who are in refuge. Assist the team to plan, run and evaluate group work programmes for North Ayrshire Women’s Aid. * Work collaboratively with all other North Ayrshire Women’s Aid workers to ensure the smooth running of the service and provision of integrated support. * Liaise with external agencies in relation to support needs. Work in partnership with service providers to maximise the support and services available to women in the areas of health, homeless and addiction. Promote the work of North Ayrshire Women’s Aid and the rights and needs of women who experience domestic abuse with other service providers and policy makers. * Work within the policies, standards and procedures required by the law, NAWA or funders. Keep up to date with changes in legislation and working practices and ensure national care standards and SSSC requirements are met at all times. * Ensure that Child & Adult Protection issues are dealt with appropriately. * Contribute to maintaining and developing a positive, supportive and integrated service for all service users of North Ayrshire Women’s Aid and maintaining good public relations out with the organisation. * Support your manager and colleagues in achieving team and NAWA objectives, regularly attending team/ other relevant meetings. Work collaboratively, assisting colleagues as appropriate.      * Take a proactive role in promoting equality and anti-discriminatory practice throughout all aspects of the work.      * Perform other duties as reasonably required by the Services Manager and show commitment to ongoing personal development. * Manage Client case load including keeping accurate and confidential case management records, databases and correspondence. Establish and follow agreed information sharing protocols with service user and external agencies. * Contribute to the maintenance and upkeep of all properties in line with Health and Safety Legislation. * Contribute to provision of monitoring and evaluation evidence, prepare statistics and provide verbal / written reports as required. * Self Service own filing, photocopying & I.T services. | | |
| **Authority Levels** | | |
| Financial | | In accordance with the relevant policy in operation at the time |
| Staff | | In accordance with the relevant policy in operation at the time |
| Registration | | Overall authority for registration issues sits with registered manager for the organisation |
| **Accountability** | | |
| Freedom to act | | Post holder must meet the agreed objectives for their area of work, and contribute to overall organisational objectives, reporting progress regularly to the Service Manager. |
| Risk Management | | Post holder has a significant profile as a representative of NAWA who is required to interact with external agencies/organisations or funding bodies on behalf of NAWA. |
| Level of Problem Solving | | Post holder may be required to provide solutions in complex situations balancing that requirement with the practical issues of delivering quality assured services. |
| **Communication** | | |
| Subject complexity and expertise | | Post holder will require to assist, as appropriate, in the review of NAWA’S policies and procedures and external practice guidance. |
| Contact inside and outside the organisation | | Post holder will provide sound and persuasive information to staff at all levels and Board members as required on complex issues within their specialist area. The post holder will contribute to the development of team strategies to meet changing needs in relation to organisation and its service provision |
| Contact outside the organisation | | Post holder will consult, influence and advise as required, at an appropriate level on a wide range of issues with funders, sister organisations and other agencies who interact with the women and children using NAWA services. This may include other practitioners and colleagues in similar organisations |