Community Outreach

| Number of Hours: | Part Time, 17.5 Hours per week |
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| Salary:  |  |
| Accountability of post: | The post holder will be line managed by and accountable to the Inverclyde Women’s Aid Operation’s Manager for the performance of the tasks described below. |
| Main purpose: | Reconnecting survivors of domestic abuse, providing groups and 1:1 support service to Women who have received crisis and therapeutic support for their experiences of domestic abuse. The post holder will work directly with women in their communities providing access to regular recovery groups, support, advocacy and information. |
| Location of post: | Community spaces across Inverclyde |

**MAIN TASKS AND RESPONSIBILITIES:**

* As an employee with Inverclyde Women’s Aid, you will provide the highest possible standard of support to women, who are or who have experienced domestic abuse.
* To ensure, along with other employees, that women feel welcomed and valued in our spaces or community groups.
* To maintain accurate and up to date records in accordance with Inverclyde Women’s Aid policies and procedures.
* To ensure all relevant paperwork is completed, and women’s individual needs are being met by carrying our risk assessments and undertaking support planning in consultation with women.
* To maintain confidentiality of women, accessing the service, and ensure that all confidentiality agreements are signed, and database entries accurately updated in line with GDPR requirements.
* To provide practical and emotional group support to women who have completed their Therapeutic input with Inverclyde Women’s Aid.
* Consult with women to assess their needs and signpost to additional / supplementary organisations as required.
* Encourage and empower women to maintain their independence and use appropriate partnership services to meet their individual needs.
* To facilitate Own My Life group work for women in our office and in the community.
* Promote effective partnership working and develop strong links with professionals from external agencies and members of the community to maximise the support available to women.
* To provide information on local activities and events to assist women to integrate and connect with the local community.
* Having the ability to work on your own initiative but also liaise closely with other employees to ensure all aspects of the service are covered, which includes working flexibly to meet the needs of the service.
* To meet annual targets as part of the Staff Team and, agree the targets in partnership with the operations manager, regularly reviewing progress as part of a development plan.
* To ensure accurate record keeping on IWA’s database system and ensure that case notes meet partner, funder, and stakeholder requirements to capture outcome data and to complete funder reports as and when required.
* Participate in Team Meetings.
* To work closely with the Staff Team to develop and sustain relationships with a range of funders, partners, policymakers, and other external stakeholders.
* To provide monitoring, evaluation, outcome reporting and continuous improvement of Inverclyde Women’s Aid services.
* To promote the work of Inverclyde Women’s Aid and the rights & needs of women who experience domestic abuse with other service providers and policy makers.
* Always maintaining professional boundaries when working with service users, staff, and external bodies in accordance with Inverclyde Women’s Aid policies and procedures, Health and Social Care Standards, SSSC Guidance, SWA National Service Standards.
* Attend relevant trainings to promote your professional development and enhance knowledge base.
* To work in partnership with Scottish Women’s Aid and the wider Women’s Aid network, contributing to local and national campaigns that further the aims of Women’s Aid.
* Any other duties commensurate with the grade and level of responsibility of this post, for which the post holder has the necessary experience and/or training.

**PERSON SPECIFICATION**

|  | **Essential / Desirable** |
| --- | --- |
| **Education, Training & Qualifications** |  |
| **Practice Qualifications:**HNC in Social Services, Or equivalent, as listed on the SSSC website | Essential |
| **Experience** |  |
| Experience of providing support and information to vulnerable people including crisis intervention, assessment of risk, safety planning, carrying a caseload, multi-agency, advocacy, and information | Essential |
| Experience of liaising with a range of partner agencies and advocating on service users’ behalf | Essential |
| Experience of preparing and delivering presentations and groupwork sessions to women | Essential |
| Experience of / Trained in Own My Life / Willingness to train | Essential |
| **Knowledge** |  |
| Demonstrate an understanding of the dynamics, impact, and scale ofdomestic abuse and other forms of gender based violence [GBV] | Essential |
| Demonstrate an understanding of current legislation, policy initiatives and best practice in relation to Domestic Abuse, GBV and Child Protection | Desirable |
| Demonstrate an understanding of and commitment to equal opportunities and anti-discriminatory practice and to work with the values of IWA | Essential |
| Demonstrate an understanding of the different skills required for working with survivors of abuse over the telephone compared with face to face | Desirable |
| Demonstrate a thorough understanding of Microsoft Office 365 | Essential |
| **Skills & Competencies** |  |
| Demonstrate excellent organisational skills, including the ability to prioritise under pressure and to work to tight deadlines | Essential |
| Demonstrate a non-judgemental and empathetic approach | Essential |
| Demonstrate an ability to anticipate problems and to identify solutions to minimise problems | Essential |
| Demonstrate ability to be flexible, manage change and adapt to new ways of working | Essential |
| Demonstrate ability to work on own initiative and as part of the staff team | Essential |
| Demonstrate excellent communication skills -written and verbal | Essential |
| Demonstrate ability to manage personal wellbeing in a challenging work environment | Essential |
| Demonstrate ability to recognise and maintain professional boundaries | Essential |
| Demonstrate ability to use active listening skills and open ended questions to ensure complex issues are understood | Essential |
| **Special Requirements** |  |
| A requirement to work a variable shift pattern which may include evening and weekend working | Essential |
| Membership of PVG or willingness to join | Essential |
| Full driving licence & access to own transport and willingness to travelthroughout Inverclyde  | Essential |
| Ability to have business user motor insurance as you will be using your own car for business use | Essential |