



JOB DESCRIPTION

Role Title:	Women's Outreach Worker		
Post Status:	12 month fixed term contract		
Reporting To:	Women's Service Manager / Assistant Service Manager		
Location:	City wide to meet the needs of the service		
Responsible for:	n/a		
Role Purpose:	To provide therapeutic support to women experiencing domestic abuse in the community.		
Salary	£32,001	Hours of work	35 per week

KEY ACCOUNTABILITIES & RESPONSIBILITIES

Role specific

1. Provide 1-1 support to Outreach women in a mutually agreed place of their choice.
2. Provide person centred emotional and practical support appropriate to the woman's individual needs.
3. Carry out support plans, safety planning and risk assessments.
4. Signpost and advocate for women with external agencies and attend appointments if appropriate.
5. Maintain women's paperwork and case notes.
6. Manage referral system.
7. Develop and facilitate Outreach group work
8. Provide information and awareness raising to community groups and schools.
9. Publicise the outreach service with relevant agencies and directly with women using a range of approaches and materials.
10. Travel across the city, possible with women in the vehicle.
11. Provide a Crisis Support service on a rota basis.
12. Work in conjunction with CYP team where applicable.
13. Carry out role in a timely manner in line with policy and procedure.

Organisational wide

14. Work in line with GWA values and the SSSC Code of Conduct
15. Positively promote the feminist analysis of domestic abuse.
16. Participate in relevant training, team meetings and development days for continuous professional development.
17. Engage in Support and Supervision.
18. Promote Service User involvement
19. Maintain Health and Safety
20. Play an active role in awareness raising and fundraising
21. Have a contemporary knowledge of all forms of gender based violence
22. Carry out such other appropriate duties as may be determined by GWA.

COMPETENCIES

1. Proactive

Exploring options. Looking at new ways to do things. Being innovative. Strive to make a difference. Carry out tasks without detailed instructions.

2. Judgement

Makes timely informed decision that take into account the facts, constraints and goals.

3. Co-operation

Works harmoniously with others to get a job done. Responds positively to instructions and procedures. Able to work well with co-workers and managers. Shares critical information with everyone involved. Works effectively on projects that cross teams. Helps to set a tone of co-operation. Seeks opinions. Values working relationships.

4. Communication

States own opinions clearly and concisely. Demonstrates openness and honesty. Listens well during meetings and feedback sessions. Explains reasoning behind own opinions. Asks others for their opinions and feedback. Asks questions to ensure understanding. Exercises a professional approach with others using all appropriate tools of communication. Uses consideration and tact when offering opinions.

5. Problem solving

Anticipates problems. Sees how a problem and its solution will affect others. Gathers information before making decisions. Adapts well to changing priorities, deadlines and directions. Is willing to take action, even under pressure or tight deadlines. Recognizes and accurately evaluates the signs of a problem. Notifies line manager of problems in a timely manner.

6. Making a difference

Making a difference to the service users of GWA and evidencing this using our paperwork. Look for new ways to evidence making a difference.

PERSON SPECIFICATION *(Knowledge, Experience, Skills & Abilities)*

	Essential	Desirable
Experience	<p>Experience of delivering support and information to women who have experienced gender based violence.</p> <p>Experience of person centred working.</p> <p>Advocacy work with voluntary and statutory agencies.</p> <p>Experience of carrying out risk assessments and safety planning.</p> <p>Knowledge of housing and welfare legislation.</p> <p>Experience of developing and updating support plans.</p> <p>Experience of identifying individual needs and goals.</p> <p>Knowledge of and commitment to a feminist analysis of domestic abuse.</p>	<p>Experience of working within an advocacy role</p> <p>Experience of generating referrals.</p> <p>Experience of delivering group work.</p> <p>Experience of community engagement.</p> <p>Experience of mapping and identifying hard to reach groups.</p> <p>Experience of MARAC involvement.</p>

	<p>Knowledge and understanding of diversity, equalities and human rights both in legislation and good practice.</p> <p>Knowledge of discrimination in all its forms.</p> <p>Knowledge of Adult and Child Protection procedures.</p>	
Skills and Abilities	<p>Driving license and access to a car.</p> <p>Ability to work autonomously and use your own initiative.</p> <p>Ability to work in partnership with other staff members and partner organisations.</p> <p>Demonstrate an understanding of the importance of women's confidentiality and professional boundaries.</p> <p>Demonstrate good recording skills.</p> <p>Ability to work well as part of the wider team.</p> <p>IT skills including email, word and excel.</p> <p>Ability to have difficult conversations in a constructive manner and manage conflict in a positive manner.</p>	<p>Ability to work with a multi agency approach.</p> <p>Ability to evaluate and monitor service provision.</p> <p>Proficient with IT databases.</p>
Qualifications / Knowledge	<p>HNC Social Services or SVQ Level 3 Social Services and Healthcare.</p> <p>Knowledge of current legislation and policy around domestic abuse and gender based violence.</p>	<p>Counselling qualification.</p> <p>Knowledge of Care Inspectorate requirements, funders and any other external regulator.</p>
Values	<p>Committed to the values, aims and objectives of Glasgow Women's Aid and SSSC Code of Conduct.</p> <p>Committed to Glasgow Women's Aid Strategic Plan.</p> <p>Committed to valuing and respecting people and working with diversity.</p> <p>Participation in awareness raising.</p> <p>Participation in fundraising.</p>	