**women’s Support Worker Job Description**

**Job Summary:**

* Provide a quality service to women who have experience of domestic abuse whilst adhering to meeting legal requirements and MDWA standards and policies.
* Promote the work of MDWA throughout the local and wider community.
* Work with a wide variety of women who may have complex needs.
* Support the Team Leader and colleagues in achieving team and MDWA objectives and identifying areas for improvement.
* Participate in team meetings
* Integrate and engage with other teams within MDWA
* 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.

**Key Responsibilities:**

* An understanding of the effects of domestic abuse and how it impacts on women, children, and young people children
* Provide emotional, practical support and information to women who access service.
* Undertake one to one and group work women as appropriate and as determined by a person-centred needs assessment of the woman.
* Liaise and advocate on behalf of women with external agencies. This may involve accompanying them to appointments.
* Assist with the development of the service and information materials.
* Ensure appropriate access to health services for women.
* Keep up to date with changes in legislation and working practices and ensure Care Commission and SSSC registration requirements are met at all times.
* Flexibility regarding working hours
* Manage a caseload as allocated by the Depute Manager.
* Provide practical and emotional support to women with experience of domestic abuse. This includes one to one support.
* Ensure Women’s individual needs are being met by undertaking support planning and risk assessment in consultation with women and accessing required support services.
* Undertake group work with Woman
* Plan, deliver and evaluate family support initiatives and interventions with service users e.g., parenting groups, facilitating conversation between parent and child, individual reflective work with mother/primary female carer.
* Facilitate Women participation in the planning, delivery, and evaluation of activities.
* Provide assistance to service users with applications e.g. housing, registration with health services.
* Plan, deliver and evaluate services, activities, and information materials in collaboration with colleagues.
* Provide access to relevant services for women within MDWA and the wider community.
* Promote the rights of and represent the views of Women by maintaining regular contact with key partners.
* Keep up to date with MDWA policies, changes in legislation and working practices and ensure Care Inspectorate and SSSC registration requirements are met at all times.
* To accommodate specific cultural support required by women in the community.
* To accompany women to appointments if required, e.g., housing, homeless, solicitor and court.
* To provide a specialist housing support service for women residing in our refuge or other homeless accommodation.
* At all times to comply with Motherwell & District Women’s Aid policies and procedures when carrying out the duties of the post.
* Carry out the duties of the post in a professional, caring manner at all times.
* To maintain confidentiality of service users accessing the service and ensure that all confidentiality agreements are signed.
* Always maintain professional boundaries when working with service users, staff, and external bodies, working within MDWA and Care Inspectorate Code of Conduct.
* Achieve the service’s project outcomes and indicators.
* Implement monitoring and evaluation methods to evidence the difference made to the safety and wellbeing of service users.