

**Job Title**: Outreach Support Worker

**Salary:** £29,093 PA

**Hours:** 37.5 (inclusive of unpaid 30-minute lunch break)

**Place of Work:** SAWA Main Office at 28 Sandgate Ayr KA7 1BW

**Reporting to:** Manager of South Ayrshire Women’s Aid

**Purpose of the Post:**

The purpose is to provide a range of information, advocacy and face to face support services to women that access the service independently or by referral and to deliver this service in an outreach capacity within South Ayrshire.

All staff is expected to promote equality and anti-discriminatory practice and to work with women who may have multiple and complex needs.

**Core Tasks and Responsibilities**

1. Provide support and information by telephone or in person for women self- referring or that are referred to SAWA
2. Work with women to identify their needs, goals and to make informed choices.
3. Undertake support planning and risk assessment in consultation with women and ensure that this is reviewed and updated regularly throughout her contact with SAWA.
4. Refer to or advocate with relevant agencies and services and keep women up to date with developments.
5. Assess the suitability of refuge accommodation on an individual basis and ensure that women are fully informed of SAWA’s Occupancy Agreement and other support services available.
6. Source alternative accommodation or other refuge out with South Ayrshire if requested.
7. Provide assistance with applications for benefits, grants as part of the support plan.
8. Monitor record of contact and nature of support undertaken and work with colleagues to assess what further assistance SAWA could offer.
9. Support women at SW meeting or other meetings when requested.
10. Design, and deliver group work sessions for women to address the issue of domestic abuse and to facilitate opportunities for peer support.
11. To participate in the delivery of an on-call service to refuge residents.

12. Update UKROL and undertake other routine office admin duties.

13. Attend and participate in SAWA meetings.

14. To promote the work of South Ayrshire Women’s Aid and the rights & needs

of women, children and young people who experience domestic abuse with

other service providers and policy makers.

15. 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.

16. To undergo any training necessary to carry out the functions of the post.

17. To perform such other duties from time to time as directed by the Manager.

**Awareness Raising**

1. Assist in raising awareness of domestic abuse, and violence against women within the local and wider community.
2. Support the promotion of SAWA’S public and media profile.
3. Participate in wider forums and events on behalf of SAWA
4. Develop and maintain good public relations out-with the organisation

**Working Approach**

1. Promote equality and anti-discriminatory practice throughout all aspects of the work
2. Support colleagues in creating a positive, supportive and participatory working environment
3. Develop and maintain good public relations out-with the organisation
4. Reflect on and evaluate practice to ensure delivery of a professional service to women, children and young people within the accommodation.
5. Produce a good standard of written reports, when requested and maintain accurate and up to date records on the company database system.
6. Provide reports to funders and other stakeholders on work undertaken when requested by the Manager.
7. Participate in organisational planning and decision making and undertake work that furthers the aims and objectives of SAWA.

This job description cannot cover every issue or task that may arise within the scope of the post. The post holder will be expected to carry out other duties from time to time which are broadly consistent with the duties as detailed above.

**Working Principles**

* Work to SAWA’s aims, objectives, vision and mission
* Work to a key worker model with a person centred approach
* Multi-agency partnership working
* Focus on positive outcomes for all service users.

**Decisions made within the course of the work**

* Responsible for managing own work load and planning