

**Application Pack**

**For the position of Intensive Support Worker**

(working with women with additional, complex needs)

**May 2016**

**WAO Information Sheet**

WAO was established in 2000, to provide specialist domestic abuse support services in Orkney. WAO provides free, confidential and independent service run by women for women, children and young people experiencing or escaping domestic abuse. We are affiliated to Scottish Women’s Aid and part of the Scottish Women’s Aid Network.

**Our aims are:**

* To support women, children and young people who are experiencing, or have experienced domestic abuse
* To raise awareness of the cause and consequences of domestic abuse and its effects on women, children and young people
* To work in partnership with relevant statutory and voluntary agencies to improve outcomes for women, children & young people affected by domestic abuse
* To positively challenge systems & processes which add to the risks women, children & young people face when trying to seek safety, justice

**WAO provide the following services for women:**

* **Refuge Support Service**: Our Women’s Service provides 1-1 emotional support, information, advocacy, practical support within our safe accommodation
* **Outreach Support Service:** Our Women’s Service provides 1-1 emotional support, information, advocacy & practical support for women who live in the community.
* **Follow-on Support Service:** Our Women’s Service provides 1-1 emotional support, information, advocacy & practical support for women who have moved on from refuge accommodation
* **Moving on Group**: Our Women’s Service provides a group work programme for women who want to join other service users and participate in regular social events.
* **Intensive Support Service**: This new service will help ensure women with additional complex needs can access an increased level of support.

**WAO provide the following services for children & young people (CYP):**

* One to one support, using creative & therapeutic resources and expertise our CYP Support Workers work with children and young people either in Refuge or in the community.

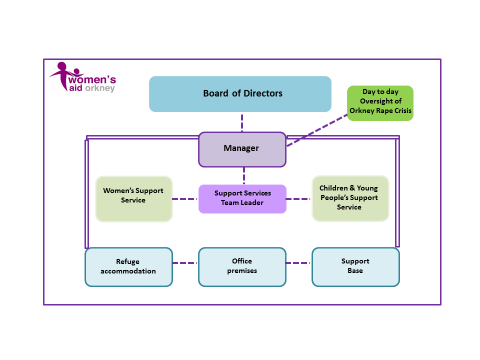
**CYP workers provide:**

* 1-1 emotional & practical support & information
* advocacy
* peer group opportunities
* Children & Young People’s Services

**WAO services are all underpinned by our commitment towards:**

* Supporting multi agency staff development across partner agencies, to help raise awareness of domestic abuse & Violence Against Women harms
* Promoting self-help and empowerment of service users
* Delivering non- judgemental, anti-discriminatory, user led support services
* Enabling Service User Participation to inform future service developments

**WAO’s current Management Structure Chart**

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**Job Description: Intensive Support Worker**

**Job description: Intensive Support Worke**r (supporting women who have experienced domestic abuse, who also present with additional complex needs.)

The successful applicant will be required to develop & deliver a needs led Intensive Support Outreach Service in response to complex needs survivors of domestic abuse present with. E.G. substance misuse; addiction; suicidal ideation; eating disorders; self-injury.

The post holder will be expected to promote the Intensive Support Project externally to key stakeholders & establish internal/external referral systems for domestic abuse survivors who require intensive support for additional complex issues that limit their ability to live safe healthy lives.

Routinely the role will involve carrying out base line assessments in order to support women with additional complex needs to identify risk; personal need; targets & goals for their support plan. Assessment will include current status/needs such as housing; alcohol; drugs; health; education; wellbeing; confidence; self-esteem stress employment; finance; historic abuse; domestic abuse & relationships.

**In summary the post holder will**

* Identify & address risk factors
* Raise awareness & promote safety
* Promote inclusion
* Work in partnership with other stakeholders
* Provide one-to-one support, in line with National Care Standards
* Ensure the project operates within the approved policy & legislative framework
* Ensure quality control processes are adhered to
* Provide service user participation opportunities
* Lead in the production of project outcomes reports
* Ensure monitoring & evaluation is carried out, recorded & reported on as required
* Develop & maintain positive organisational & community relationships to help raise the service profile & the work of WAO
* Positively promote & implement a feminist analysis of domestic abuse in all aspects of the role
* Maintain a commitment to CPD
* Show a willingness to undertake any other reasonable duties commensurate with the post
* Participate in WAO’s on call service
* Liaise closely with other members of WAO’s staff team

**Please note:**

The above job description is not exhaustive, but represents the basic requirements of the post.

Any offer of employment will be subject to satisfactory references, successful completion of a PVG scheme check and an entitlement to work in the UK.

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| --- | --- | --- |
| **Essential Person Specification:** Knowledge/competencies/work based experience | | **Essential** |
| 1 | In depth knowledge of the causes & issues relating to domestic abuse & sexual violence | ✓ |
| 2 | Knowledge of complex issues such as suicidal ideation, substance misuse, PTS, self-injury | ✓ |
| 3 | Knowledge & understanding of the wider Violence Against Women & Girls Agenda | ✓ |
| 4 | Knowledge, understanding of and commitment to a gendered analysis of VAWG | ✓ |
| 5 | Experience supporting vulnerable service users in a high pressured crisis environment | ✓ |
| 6 | Experience of risk assessment, risk management, support & safety planning | ✓ |
| 7 | Experience of advocating on behalf of vulnerable service users | ✓ |
| 8 | Experience in successfully undertaking a development role | ✓ |
| 9 | Experience working within a policy framework | ✓ |
| 10 | Experience maintaining accurate timely records & of database recording | ✓ |
| 11 | Experience & proficiency in use of Microsoft software/keyboard skills/outlook | ✓ |
| 12 | Experience of performance management & delivery of service related outcomes | ✓ |
| 13 | Experience reporting against service via monitoring & evaluation | ✓ |
| 14 | Experience carrying a complex caseload & coping with competing demands | ✓ |
| 15 | Experience & commitment of working within an Equal Opportunities framework | ✓ |
| 16 | Experience of multi-agency working e.g. child protection & safeguarding vulnerable adults | ✓ |
| 17 | Ability & commitment to communicate WAO’s philosophical principles | ✓ |
| 18 | Ability & willingness to work out with office hours as required, | ✓ |
| 19 | Ability to participate in WAO’s on call service | ✓ |
| 20 | Ability to use own vehicle/have business user car insurance/full current driving licence | ✓ |
| 21 | Excellent communication skills: written, verbal & non verbal |  |
| 22 | Confidence & ability to carry a complex domestic abuse caseload | ✓ |
| 23 | Confidence & ability to address issues such as child abuse, mental health, substance abuse | ✓ |
| 24 | Qualified in/or willing to work towards S/NVQ level 4 Care or acceptable alternative | ✓ |
| 25 | Willingness to increase from 21 to 35 hours per week as funding becomes available | ✓ |

Shortlisted applicants will gain additional scoring where they also meet the Desirable requirements

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| --- | --- | --- |
| **Desirable Person Specification:** Knowledge/competencies/work based experience | | **Desirable** |
| 1 | Experience of working in or working closely with a Women’s Aid Group | ✓ |
| 3 | Experience of crisis intervention work | ✓ |
| 4 | Experience of using CAADA DASH risk assessment tool or similar | ✓ |
| 5 | Experience supporting people in a residential setting | ✓ |
| 6 | Experience participating in an out of hours on call service | ✓ |
| 7 | Experience working (or volunteering) in or in partnership with 3rd sector organisations | ✓ |
| 8 | Awareness of the National Care Standards and how they relate to WAO | ✓ |
| 9 | Awareness of the role of the Care Inspectorate and how it relates to WAO | ✓ |
| 10 | Local knowledge of services | ✓ |
| 11 | Domestic abuse related CPD training attended in the last 5 years | ✓ |
| 12 | Proven track record in promoting and facilitating service user participation |  |

Continued: Guidance Notes

**Application Form Guidance Notes**

Please read these notes carefully before completing your application form. The information you provide in your application, along with the skill you evidence is presenting it in a professional will be used to enable us to determine your suitability for the job and whether or not the shortlisting panel shortlist you for interview.

**General points**

* We will take into account the general appearance of your application & your ability to convey information in a professional & knowledgeable manner
* Women only need apply as this job is required to be for a person of a particular sex under Schedule 9, Part 1 of the Equality Act 2010
* Complete the application form in type or if handwritten print using black ink.
* CV’s will not be accepted.
* Incomplete applications will not be considered
* If you have not heard from us within 2 weeks of the closing date, please assume that you have not been shortlisted.

**The essential person specification:**

* In recognition of the time applicants pend on completing & submitting employment applications we ask that you check the essential person specification list first to enable you to determine if you meet the criteria the post requires.

**Job description:**

* Reading this section will help you determine if the job as described is what you have envisaged. If you require further post related information we will be happy to discuss informally what the post entails. Please call asking for Sandra on 01856 871311

**Qualifications and training**

* Please only tell us about any qualifications and training which you consider relevant to the post you are applying for.
* If your application is successful, we will request sight of original qualification documents or awards detailed in your application or at interview

**Employment experience**

* Please provide accurate details of past & present employment.
* Include relevant voluntary work experience in this section to highlight skills & experience gained as a result.
* Provide information relating to any gaps in education & employment history.

**Question 6**

* This section gives you the opportunity to demonstrate why you are suitable for the post. Before completing it, refer to the job description and person specification.
* It is essential to relate your experience to the information given in the job description by giving specific examples. Remember your skills may have been developed outside of work.
* If you complete your application using a word processor the pages will automatically number as you progress.
* If handwriting your application please use additional pages, and re number all pages accordingly, and include your name at the top of each sheet.

**Submitting your application:**

* Where possible we would prefer electronic applications emailed to us in word format.
* **We will accept unsigned application attachments** prior to shortlisting.
* We will retain your email as proof of where the information submitted originated, and if short listed we will provide you with a printed copy of your application to sign prior to interview.
* Please refer to the essential/desirable criteria and job description when telling us about your skills and experience.

**References:**

* Will only be taken up for the successful applicant. Any initial job offer will be subject to satisfactory references and other regulatory checks

**Diversity Monitoring**

* WAO is committed to equal opportunities in our recruitment process. As part of our commitment to make equal opportunities a reality, we monitor the response to our job vacancies.

**Disqualification from working with children or vulnerable adults**

* If you are disqualified from working with children or vulnerable adults we are unable to consider you for jobs that involve working with these groups. You are therefore asked to declare whether you are disqualified in the section Criminal Convictions.

**Returning the form**

* Please print or photocopy your application for your own records, before submitting it, as we may include specific interview questions relating to the information you provide in your application
* Please refer to the accompanying letter for information on returning your application form. Late applications will not be considered.

If you require any further information about this vacancy or application pack please email [recruitment@womensaidorkney.org.uk](mailto:recruitment@womensaidorkney.org.uk) or call 01856 871311 asking for Sandra Paton.

**Please see additional attachments containing:**

* A blank application form
* A blank equal opportunities recruitment form