



**SUPPORT WORKER  
JOB DESCRIPTION**

<b>POSITION:</b>	<b>Support Worker</b>
<b>LOCATION:</b>	Foyle Women's Aid: Foyle Trust area, Strabane and Limavady Council Area
<b>RESPONSIBLE TO:</b>	Senior Support Services Manager
<b>SALARY SCALE:</b>	£20,253 - £24,472 per annum (NJC scales)
<b>HOURS OF WORK:</b>	35 hours per week. Evening and weekend work will be required on a weekly basis to ensure the continued running of the service. Time-off-in-lieu (TOIL) is available for additional hours worked when approved in advance.  Travel: working and travel to more than one site will be required to fulfil the demands of the post.

*Self-help is important in the philosophy of Women's Aid. All staff will work towards promoting the principles of self-help by creating an environment that encourages women to support each other, and allows learning through sharing experiences and gaining independence.*

**JOB PURPOSE**

To provide a coordinated response for women and children experiencing domestic and sexual abuse; identifying and responding to their safety; and ensuring access to a range of services to support their needs.

**Main Responsibilities:**

1. Identify and respond to women's needs, including immediate risk, interventions and safety planning.

## Confidential

2. Deliver individual support plan interventions to assess and respond to the safety needs of women to ensure that women are provided with a high quality service in line with Supporting People requirements.
3. To assist and encourage women to identify their needs, and identify appropriate strategies to meet these.
4. Assist women to identify their rights, represent their own needs and advocate, where requested, on their behalf.
5. To promote and support the use and knowledge of statutory community services for women who have suffered from domestic and sexual abuse.
6. Liaise and link into the Foyle Women's Aid referral system, and ensure that ongoing support, information and advocacy are available to victims.
7. Conduct a risk and safety plan and agree individual support plans, including MARAC assessments.
8. Ensure that victims are aware of their rights and range of options available to them.
9. Provide written reports as and when required, and contribute to the effective implementation and working of the MARAC.
10. Observe information-sharing and operational protocols regarding domestic violence, and ensure best practice when assessing and monitoring risk.
11. Liaise and refer as appropriate with all Foyle Women's Aid services.
12. Attend supervision, staff meetings and training as required.
13. Respect the confidentiality/data protection of all personal information received as a result of the post holder's duties.

### **Confidentiality**

14. Adhere to the FWA Confidentiality Policy and Procedures and the Data Protection Policy and Procedures, with a client-centred approach at all times.

### **Public Relations**

15. Ensure that your conduct contributes to maintaining good public relations between FWA and other agencies/stakeholders.

### **Supervision & Training**

16. Be aware of your own training needs and attend relevant training courses in consultation with your Line Manager.
17. Prepare for and positively contribute to your Performance Development Reviews (PDRs) and attend regular supervision sessions as required.

### **Health & Safety**

18. To ensure that Health and Safety regulations are adhered to, as stipulated in Foyle Women's Aid's Health and Safety Policy. Ensure that a healthy and safe environment exists for all staff and volunteers.

### **Monitoring & Evaluation**

19. To contribute to the monitoring and evaluation of all services in FWA, and ensure that all procedures are adhered to.
20. Inform and liaise with the Support Services Manager on a regular basis in regard to project development and implementation.

### **On-Call & Care Support**

21. To contribute to the provision of 24-hour cover within FWA's accommodation, ensure that out-of-hours emergencies/crises are dealt with in accordance with the On-Call Procedures, and take part in an on-call rota.
22. To ensure a high standard of care and support for women and children living in the residential accommodation is maintained. To ensure that the residential accommodation provides a positive environment for all those living there.
23. To ensure that women living in residential accommodation are involved in the decision-making and day-to-day running of the accommodation.

**Finance/Fundraising**

24. To assist with ensuring that the outreach services operate within the agreed revenue and capital budgets.

**Any Other Tasks**

25. Adhere to FWA policies and procedures at all times.

26. Provide verbal and written reports as requested.

27. Prepare for and regularly attend team meetings and other local meetings as and when required.

The job description is intended to indicate the broad range of responsibilities and requirements of the post, and is neither exhaustive nor prescriptive. The post-holder is therefore expected to undertake any other duties as may be reasonably required.