

JOB DESCRIPTION

Job Title:	Minoritised Women Support Worker
Service / Department:	South West Surrey Refuge
Reports To:	Service Manager
Responsible For:	N/A
DBS Check:	Enhanced with Adults Barring list check

Job Purpose:

At South West Surrey Refuge we are dedicated to providing comprehensive, good quality housing services, support and resettlement for women and children fleeing domestic abuse for women of all protected characteristics.

Our Minoritised Women Support Worker will work with female survivors of domestic abuse through provision and /or signposting of good quality housing and support related services in order to support clients to move on positively into settled accommodation. You will work in particular supporting minoritised women/women from all protected characteristics, supporting them with their cultural/diverse needs.

You will help rebuild their confidence and help them come to terms with the abuse they have experienced - identifying and enabling the growth of their strengths and talents thus increasing self-esteem and building confidence.

Main Duties and Responsibilities:

- To support minoritised women/women with any protected characteristics when required, empowering them to move forward with their lives to include supporting with immigration support/related applications, cultural needs, language difficulties and signposting to relevant agencies. Support women with issues arising from intersectionality issues.
- A responsibility to build a network of support and community agency groups/networks for lasting legacy.
- To support a caseload of clients with their varying & diverse needs.
- To work with clients to build and facilitate a plan of their individual support needs, enabling women to achieve their goals.
- To actively engage residents in developing and understanding the service and their responsibilities under their licence/tenancy agreements.
- Support and facilitate our residents to take part in the development and running of the service.
- To deal with non-compliance issues in a proactive way, using restorative practices .
- To develop and maintain good professional working relationships with internal colleagues and external agencies, creating close and productive partnerships in order to aid the provision of good quality support services and create a professional image of Salvation Army Homes.

- To work within Salvation Army Homes' safeguarding policy and procedures, ensuring a person-centred and contextual approach to safeguarding and that appropriate action is taken in order to safeguard the wellbeing of children, young people and adults at risk, protecting them from harm whilst respecting their rights, wishes and feelings.
- To be consciously aware of and use Salvation Army Homes safeguarding and health and safety rules, dealing with and / or reporting issues in accordance with local requirements.
- Maintain Salvation Army Homes system requirements for creating and storing client records, reports and measuring outcomes.
- To participate in an on-call rota as appropriate.
- No job description can be entirely comprehensive. The post holder will be expected to carry out other duties as required.

Related Activities:

- To participate in essential training, role related training and to work in accordance with all relevant Salvation Army Homes regulations including, for example the Code of Conduct, Equality, Diversity and Inclusion, Safeguarding, Health and Safety and Information Security.
- To fulfil the role by being adaptable and flexible to the overall activity that is necessary to be successful and effective.
- To fully align with Salvation Army Homes values and behaviours and to adopt an 'advantaged thinking' perspective through language, conduct and behaviour.

PERSON SPECIFICATION

Qualifications / memberships:

Though not essential, the following membership / qualifications or equivalent level experience would be beneficial in this role:

- Chartered Institute of Housing
- Social care qualification
- Degree level qualification in a relevant field

Aptitudes and Abilities:

- Proactive and self-motivated with a can-do attitude
- Demonstrable empathy with the client group
- Confident and capable communicator with the ability to inspire, engage and challenge
- Great verbal, written and influencing skills
- Ability to use a computer, e.g. Microsoft packages and capacity to successfully navigate support packages used by Salvation Army Homes
- Ability to plan forward, prepare and deliver basic life skills sessions
- Able to participate in an on-call rota as appropriate when engaged.

- Experience of working with women from different ethnic groups and/or women with protected characteristics
- A second language is desirable
- Experience/knowledge of supporting women to apply for indefinite leave to remain and the processes surrounding this

Experience and Interests:

- A good understanding of domestic abuse and its effects on women and children and in particular legislative and cultural issues surrounding domestic abuse and forced marriage and the effects on minoritised women
- Experience of working with people who have experienced trauma
- Experience of or knowledge related to working with vulnerable people or groups and or women with protected characteristics
- Proven capacity to deal successfully with difficult and complex situations
- Understanding of wider support and funding facilities available for vulnerable clients
- Capacity to understand individual support plans, personal development programmes and need and risk assessment

Values and Behaviours:

To be successful in this job you need to be fully aligned with our values and behaviours. They mean a lot to us. They help define how we should all work and this helps us to stand out from other providers and employers. Please see overleaf.



S

Servant Leadership — we help people thrive

Have we given our audience everything they need to succeed in their next step?

P

Passion — we love our work

Have we spoken boldly and with confidence?
Have we spoken out rather than stayed silent?

I

Inclusion — this is a team effort

Have we kept our communication simple and to the point? Have we used clear, accessible English?

R

Respect — we show respect for all

Have we given our audience credit for their intelligence? Have we advocated for our residents?

E

Empowerment — we have trust

Have we given the right context to our message?
Has our communication been story-driven?