Recruitment Pack

Out Of Hours Support Worker





**Empowering women, changing lives**

Thank you for your interest in working for Nottingham Central Women’s Aid, a vibrant and dynamic organisation with the ethos of ‘Women supporting women’.

This pack contains the following information

* Who we are
* About Nottingham Central Women’s Aid
* Application pack
* Job description
* Person specification
* Terms and Conditions

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**About Nottingham Central Women's Aid**

Central Women's Aid was originally founded in the 1970s to support women and children experiencing domestic violence and abuse. The service has accommodated thousands of women and children over the years supporting families to rebuild their lives free from fear.

In March 2011 Central refuge was closed down due to the government cuts in funding, however following a period of campaigning, fundraising and a restructure in January 2012 the former workers re-opened the refuge initially on a purely voluntary basis as a new charity with a new board of trustees. The need for the service has been clear throughout with many women and children being turned away from refuges across the country every day at their time of need. The refuge is, unfortunately always full with the need for support being greater than the capacity of the services across England that are available.  
  
Nottingham Central Women's Aid is now once again an independently run registered charity- number 1146410 and a registered company. We now have some funding in place for our small team of part time support workers but rely heavily on our fantastic team of volunteers to continue our work.



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Many of our team including volunteers and our board of directors are survivors of domestic violence, we work to the ethos of 'Women supporting women'.  
  
We rely on good will donations and fundraising to continue running the service and provide all the facilities and items needed for the families in crisis who access our service. We welcome any financial or other support that individuals or organisations can offer to help us to continue helping the women, children and families that we support.  
  
Our aims are to promote the protection of women and children who have experienced or are experiencing domestic or sexual violence and abuse and to provide temporary safe accommodation on request. In Women's Aid's view, domestic violence is physical, psychological, sexual or financial violence that takes place within an intimate or family-type relationship and forms a pattern of coercive and controlling behaviour. This includes forced marriage, so-called 'honour' crimes and female genital mutilation.



July 2020

Dear Applicant

Thank you for your interest in the vacancy of **Out of Hours** **Support Worker – Refuge Accommodation.**

**At Nottingham Central Women’s Aid, we love diversity and we value your difference, your unique skills, knowledge and experience. Becoming one of our people may realise your potential, helping us to raise our performance in delivering excellent support to the diverse women and children we support.**

**We welcome all applications especially from women who identify as Black, Asian and Minority Ethnic.**

The following documents are enclosed in this application pack:

* Application form
* Monitoring form
* Equal Opportunities Statement

The job description and person specification are available on our website

[www.centralwomensaid.org](http://www.centralwomensaid.org)

**Closing date for applications is: 5pm on the 7th of July 2020**

**Interviews will be held the week commencing: 13th of July 2020**

**Please note that CVs will not be accepted.**

Applications will be assessed and shortlisted against the person specification so please make sure that you cover all the points in your application. Due to the volume of applications we receive, we are not able to provide feedback on non-shortlisted applications. However, feedback will be provided to candidates who attend interviews.

An enhanced DBS check will be carried out prior to appointment.

**It is an Occupational Requirement that applications are open to women only, as permitted under Schedule 9 (1), of the Equality Act 2010 and is exempt under Section 7 (2) (f) of the Sex Discrimination Act 1975.**

**Please return all completed application forms FAO, Service Manager, NCWA, PO Box 20, Nottingham, NG3 5BA or email to Trustees@centralwomensaid.org**

Once again, thank you for your interest and good luck with your application.

Yours sincerely

For and on behalf of The Management Committee



**Out of Hours Support Worker Application form**

Please complete this form and return it to: Trustees@centralwomensaid.org

**Please complete all questions**

|  |  |
| --- | --- |
| **Your name and contact details** | |
| **Title** |  |
| **Last name** |  |
| **First name(s)** |  |
| **Address** |  |
| **Postcode** |  |
| **Telephone number** |  |
| **Mobile** |  |
| **NI number** |  |
| **Are you, or have you been known by any other name?** | **Yes**  **No**  **Don’t know** |
| **If yes, please give details** |  |

**Please note** that withholding information about being known by any other name could amount to gross misconduct.

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| **To the best of your knowledge, are any relatives or family members employed by NCWA?** | Yes  No  Don’t know |
| **If yes, what is your relation with them?** |  |
| **Are you a member of the DBS update service?** | Yes  No  Don’t know |
| **If yes, do you give us permission to access this information?**  Applicants should refer to the accompanying job description and person specification when completing this form. |  |

**Work experience (paid and unpaid)**

Please begin with your most recent occupation (in chronological order)

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| --- | --- | --- | --- | --- | --- |
| **Job title** | **Dates from/to** | **Employer** | **Key tasks** | **Current salary** | **Reason for leaving** |
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**Education/training/qualifications (gained or being studied for)**

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| --- | --- | --- | --- |
| **School/college/university** | **From/to** | **Qualifications** | **Date** |
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**Relevant non-accredited courses attended**

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| --- | --- | --- |
| **Course** | **From/to** | **Date** |
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**Skills, experience and knowledge**

Using the spaces underneath each box, please use your experience, ability and skills to demonstrate how you meet each of the criteria below.

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| 1. Awareness of safeguarding and issues affecting vulnerable women and children. |
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| 1. Experience of paid/unpaid work with both women and their children |
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| 1. Ability to work effectively within a team and independently on own initiative |
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| 1. Ability to prioritise and meet deadlines and work flexibly and accurately |
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| 1. Ability to plan and facilitate a wide range of practical and engaging workshops and activities for women and their children |
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| 1. Some Knowledge of welfare issues relating to Violence Against Women and Girls |
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| 1. Ability to achieve results and stay calm under pressure |
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| 1. Able to build trusting relationships with Women and Children |
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| 1. Minimum of 1 years’ experience of working with vulnerable women and/or children |
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| 1. Experience of and capacity to work within multi-agency partnerships |
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| 1. Good IT skills including the use of Word and Internet |
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| 1. Clear verbal and Written Skills |
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| 1. Clear understanding of the effects of domestic and sexual violence and abuse on different groups of women and children |
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| 1. Ability to be non-judgemental and to challenge inappropriate or discriminatory comments in an appropriate manner. |
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| 1. Awareness of equality and diversity relating to a multicultural service user group and staff team |
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| 1. A commitment to the principles and Values of NCWA |
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| 1. A strong interest in supporting and empowering vulnerable women and children |
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| 1. A Commitment to personal development and willingness to attend training |
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| 1. Ability and willingness to take part on a 24 hour on call rota |
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| 1. Ability to work evenings and weekends |
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| 1. Willing to undergo an enhanced DBS check |
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We require two referees, one of whom should be your current or last employer. References will be taken up on shortlisted applicants PRIOR to interview unless you indicate otherwise below.

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| --- | --- | --- |
|  | Referee 1 | Referee 2 |
| Name |  |  |
| Address |  |  |
| Postcode |  |  |
| Telephone |  |  |
| Email |  |  |
| Occupation |  |  |
| Relationship to you |  |  |
| Agree to reference PRIOR to interview?  YES/NO |  |  |

**Convictions**

This post is exempt from the Rehabilitation of Offenders Act 1974 and a comprehensive screening process will be undertaken on successful applicants including a Disclosure & Barring Service check (DBS) including checks with past employers.

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| **Have you ever been formally cautioned or convicted of any criminal offence?** | Yes  No |

The successful applicant will be given the opportunity to discuss this further if required.

**Safeguarding**

***This organisation is committed to safeguarding and promoting the welfare of children, young people and adults with care and support needs and expects all staff and volunteers to share this commitment.***

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| **I certify that the information contained in this form is correct**  Signed Date |

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| Please indicate where you saw this vacancy |  |

**Mission Statement:**

Our aims are to promote the protection of women and children who have experienced or are experiencing domestic or sexual violence and abuse and to provide temporary safe accommodation on request. In Women's Aid's view, domestic violence is physical, psychological, sexual or financial violence that takes place within an intimate or family-type relationship and forms a pattern of coercive and controlling behaviour. This includes forced marriage, so-called 'honour' crimes and female genital mutilation.

**Equality and Diversity Policy Statement**

We are an organisation run by women for women and children and are committed to promoting and valuing equality and diversity in all of our activities. We welcome and celebrate the richness and diversity of the communities in Nottinghamshire and are strongly committed to achieving equal opportunities and access for all in society.

We seek to create conditions whereby all staff and volunteers are treated solely on the basis of their merits, abilities and potential regardless of age, appearance, body size, caring responsibilities, caste, class, culture, disability, ethnic or national origin, family circumstance, gender reassignment, HIV status, homelessness, immigration status, learning ability, nationality, race, religious or political beliefs, sexual orientation or other irrelevant distinction.

Equality and diversity is the cornerstone of all of our policies and procedures. We are proud of our diversity and the actions we take to eliminate discrimination and prejudice, to ensure inclusion and engagement for everyone who works and volunteers with us or wishes to use our services. We will continue to strive towards a culture that is diverse, and which recognises and develops the potential of all our staff, volunteers and service users.

**Monitoring Form**

NCWA is committed to promoting and valuing equality and diversity and we seek to recruit staff who contribute to the diversity of the organisation. In order to monitor the effectiveness of the NCWA Equality and Diversity Policy and to ensure that no direct or indirect discrimination is taking place, all staff and candidates are asked to complete the NCWA Equalities Monitoring Form. NCWA assures you that any information you provide here will only be used to monitor the effectiveness of our policies and we will take steps to ensure this information remains confidential to a limited number of staff.

**Monitoring questions**

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| **How would you describe your ethnicity?**  Choose ONE section from A to D, and then tick the appropriate box  **A WHITE**  British (English/Welsh/Scottish/Northern Irish)  Irish  Gypsy or Irish Traveller  Any other White background, please describe  **\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_**  **B AFRICAN/CARIBBEAN/BLACK BRITISH**  African  Caribbean  Any other mixed/multiple ethnic background, please describe  **\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_**  **C ASIAN/ASIAN BRITISH**  Indian  Pakistani  Bangladeshi  Chinese  Any other Asian background, please describe  **\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_**  **D MIXED HERITAGE**  White & Black Caribbean  White & Black African  White & Asian  Any other mixed heritage background, please describe  **\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_** |
| **What is your first language?**  \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_  **Do you speak any other languages, If so which?**  \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_  **Disability & Limiting Long-Term Illness (LLTI)**  The **2010 Equality Act** defines disability as ‘a physical or mental impairment which has a substantial and long term adverse [negative] effect on a person’s ability to carry out normal day to day activities.  **‘Long Term’** is defined as lasting at least 12 months, where conditions can sometimes fluctuate (sometimes absent or less severe)  **Do you consider yourself to have a disability or limiting long-term illness (LLTI)?**    Yes  No  Prefer not to say  **If yes, please tick any of the following that apply:**    Physical  Learning  Mental Health  Deaf/Hearing impaired  Blind/Visually impaired  Prefer not to say  Other, please state \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_  **Please indicate your age bracket**  18 - 19  50 - 59  20 - 29  60+  30 - 39  Prefer not to say  40 - 49  **What is your sexual orientation?**  Bisexual  Gay Woman/Lesbian  Heterosexual/Straight  Prefer not to say  Other, please state \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ |

Out of Hours Support Worker – Refuge Accommodation

**Job description**

**Location** Nottingham City

**Hours 26** per week

**Salary** £23,434.32 Pro rata (Actual £16,467.36)

**Contract** Funded until July 2022

**Responsible to** Service Manager

**The role**

**Out of Hours** **Support Worker**, in a small team, is responsible for the support of women and children within the complex needs refuge accommodation during the evenings and weekends. The worker will be expected to plan and facilitate a minimum of 4 activities per week for the families and to take all reasonable steps to ensure that the work and activities meet individual needs as appropriate, with regards to families’ cultural and religious backgrounds, any additional needs and to actively challenge stereotypes.

**What you’ll do**

1. Plan and facilitate a minimum of 4 workshops every week to engage and empower women and their children.

* Risk assess activities as required
* Plan and prepare the activities
* Empower women to share their cultures and lead activities with your guidance
* Report on activities and evaluate workshops on a regular and continuous basis

1. Provide support to ensure that women accommodated in the service are settled and their immediate needs are met.

* Carry out a risk assessment plan for the next 24 hours
* Carry out Health and Safety tour of accommodation
* Provide emergency contact information in terms of emotional and practical support and repairs
* Complete paperwork and applications as required

1. Meet the women face to face to identify and work on any long-term needs.

* Carry out support sessions as required
* Make contact with residents in the service on a daily basis and report any concerns to the appropriate authorities
* Check Oasis (On Track) on the first day after a period of more than 48 hours absence from the service to check progress/updates

1. Safeguard women and their children

* Carry out referrals to Social Care as appropriate and necessary
* Attend meetings around residents as necessary and liaise with the Children’s Support Worker who will produce reports as needed

1. Maximise women’s income and empower women to meet their own needs and the needs of their dependents

* Advise, refer and signpost women to other services which can offer support to deal with crisis or other issues as they arise
* Act as an advocate on behalf of the omen in liaison with key agencies, including assisting with housing applications and accompanying women to appointments
* Work in partnership with other agencies to provide co-ordinated holistic support that is centred on the needs of a woman

1. Maintain necessary records of women in liaison with the Children’s Support Worker and if appropriate prepare reports on their behalf

* Regularly update Oasis (On Track) and hard copy notes in line with NCWA policies and procedures
* Collect data on a regular basis of women and children worked with and produce quarterly monitoring and when necessary monthly reports

1. Where appropriate liaise and network with other agencies both voluntary and statutory

* Undertake training as agreed with your line manager
* Work in partnership with other agencies sharing skills and experience.
* Attend promotions and events and promote NCWA services

1. Attend team meetings and any other relevant meetings

* Attend internal and external meetings and contribute to the meeting
* Where relevant prepare and administer documents for team meetings

1. Occasionally required to vary work hours in response to the needs of the project

* Manage working hours to meet the needs of service users

1. Be responsible for a range of housing management duties e.g. licence agreement, rents etc

* Ensure that women understand and sign their license agreement within 24 hours of entering the service
* Advise women how to pay any rent due and advise on efficient payment of utility bills
* Ensure that if women breach any of the conditions of their tenancy the appropriate warnings are put in place
* Be responsible for handling cash (petty cash and service charges)

1. Work towards anti-oppressive practise in line with NCWA Equality and Diversity policy

* Adhere to NCWA Equality and Diversity policy
* Complete monitoring information in full and explain to women the purpose of monitoring
* Use criteria set out for the service to assess if women and their children are suitable for the service and if women are refused a service a full explanation is given
* Explain NCWA complaints procedure in full to all new service users

1. Take responsible care for the health and safety of herself and of other persons who may be affected by her acts or omissions at work

* Carry out regular Health and Safety checks of each area and inform women and their children of how to keep safe in the property
* Ensure that personal details are up to date with her line manager

1. Any other duties commensurate with this post as requested by line manager

**Variation Clause**

NCWA reserves the right, following full and reasonable consultations with the member of staff concerned and with her trade union or other representatives, to vary, add to or alter any of the terms and conditions of employment attached to this post.

This job description will be reviewed annually and may need to be revised according to the priorities of current workload with the agreement of the Trustees and Service Manager.

**Person Specification**

A = Application I = interview T = Test or assignment

**Out of Hours Support Worker – Refuge Accommodation**

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| --- | --- | --- | --- |
| **PERSON SPECIFICATION** | **A** | **I** | **T** |
| **Domestic violence and related fields qualifications, experience and knowledge** | | | |
| Awareness of safeguarding and issues for children and vulnerable adults |  |  |  |
| Experience of paid/unpaid work with both women and their children |  |  |  |
| Ability to work effectively within a team and independently on own initiative |  |  |  |
| Ability to prioritise and meet deadlines and work flexibly and accurately |  |  |  |
| Ability to plan and facilitate a wide range of practical and engaging workshops and activities for women and their children. |  |  |  |
| Some knowledge of welfare issues relating to Violence Against Women and Girls |  |  |  |
| Ability to achieve results and stay calm under pressure |  |  |  |
| Ability to build trusting relationships with Women and children |  |  |  |
| Minimum of 1 years’ experience of working with vulnerable women and/or children |  |  |  |
| **Partnership working** | | | |
| Experience of and capacity to work in multi-agency partnerships |  |  |  |
| **Communication skills** | | | |
| Good IT skills including the use of Word and Internet |  |  |  |
| Clear verbal and written skills |  |  |  |
| **Equalities and diversity** | | | |
| Clear understanding of the effects of domestic and sexual violence and abuse on different groups of women and children |  |  |  |
| Ability to be non-judgemental and to challenge inappropriate and discriminatory comments in an appropriate manner |  |  |  |
| Awareness of equality and diversity relating to a multicultural service user group and staff |  |  |  |
| **Values** | | | |
| A commitment to the principles and values of NCWA |  |  |  |
| A Strong interest in supporting and empowering vulnerable women and children |  |  |  |
| A Commitment to personal development and willingness to attend training |  |  |  |
| **Other** | | | |
| Ability and willingness to take part in a 24 hour on call rota |  |  |  |
| Ability to work evenings and weekends |  |  |  |
| Undergo an enhanced DBS check |  |  |  |

**Guidance Notes**

* + Please read the job description and person specification before completing the form
  + Use black ink when completing the form
  + Complete the application form as fully as possible, referring to the job description and person specification. We only short-list people for interview who meet every essential requirement on the person specification
  + Include information about your relevant experience, this can be experience gained through voluntary work, interests or hobbies as well as through paid employment
  + Include details of why you want to work for NCWA as well as other information about your experience

**Monitoring and evaluation of the post**

The performance of the post holder will be monitored through regular supervision by the Service Manager and reviewed at each annual performance appraisal. The staff team are expected to produce regular work reports for monitoring and review by the Service Manager and Trustees as required.

**General information and Conditions of Service**

* + 5 weeks holiday (pro rata) per year plus a proportion of bank holidays (pro rata)
  + NCWA contributes a sum equivalent to 6% of the annual salary to the company pension scheme, employees pay 2%
  + Overtime is unpaid; time off in lieu (TOIL) is to be taken in consultation with your line manager

**How your information is held**

Most information is transmitted by email and is stored on our computers and paper-based filing. We use Microsoft which covers our emails server and Quickbooks for payroll. All this information can only be accessed by authorised staff within our organisation. Our staff are trained to understand the importance of keeping personal data secure.

Our computers are safeguarded by anti-virus software and the regular changing of security passwords.

The information on candidates for specific roles will be held for 6 months in line with CIPD recommended best practice. After which paper files will be securely shredded and computer records deleted. Only if we have asked, and you have given your consent for the data to be held will this not apply.

**Disclosure**

We may disclose the information for the purpose of obtaining referees. Where additional information is required the information may be disclosed to the Disclosure and Barring Service, your GP or an Occupational Health professional only after you have given your consent.

You have specific rights in connection with personal information: request access to your personal information; request correction of the personal information that we hold about you; request erasure of your personal information; object to processing of your personal information where we are relying on a legitimate interest; request the restriction of processing of your personal information; request the transfer of your personal information to another party and the right to withdraw consent.

**Complaints**

Privacy complaints are taken very seriously and if you believe that we have breached your privacy you should in the first instance write to the trustees who have responsibility for the Data Protection within NCWA stating the details of your complaint.

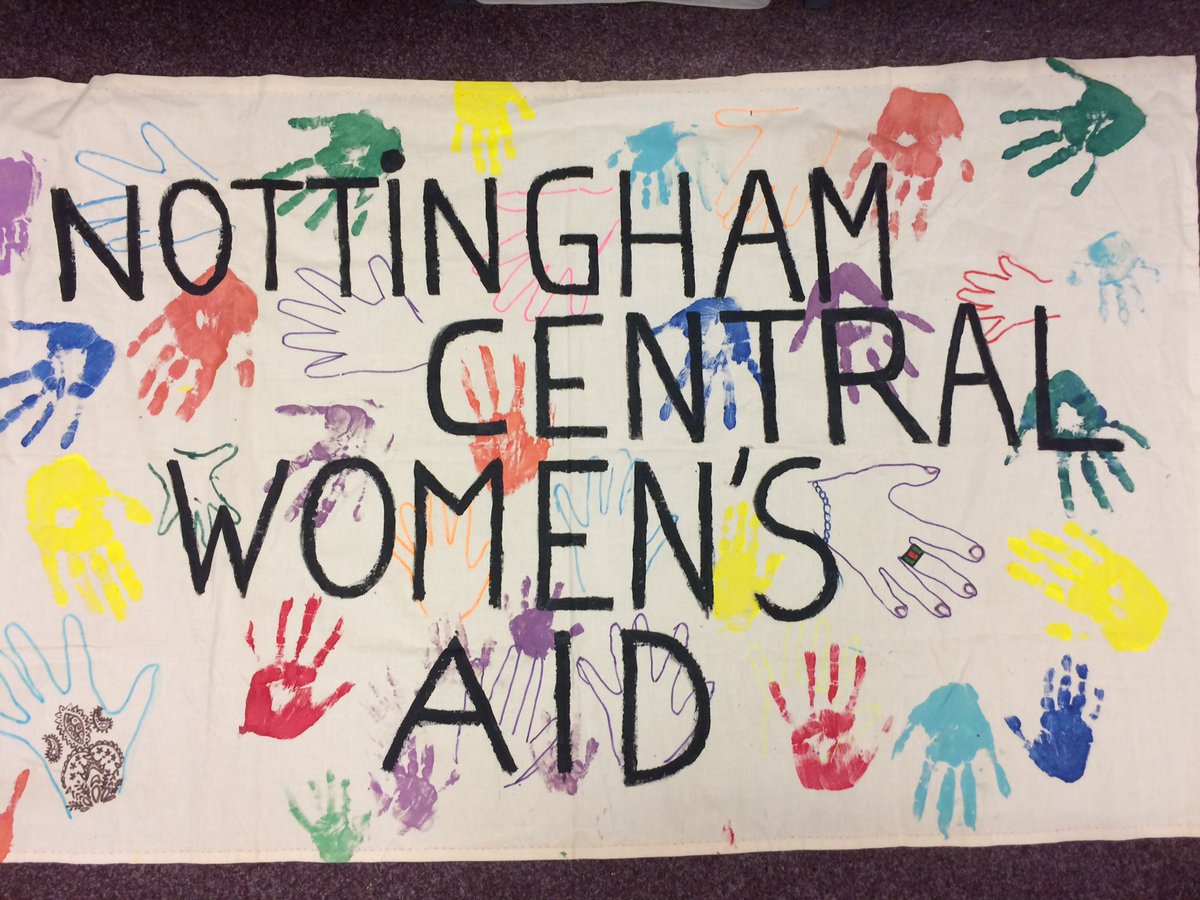
We would ask that you provide us with as much detail as possible to allow a thorough investigation. Your complaint will be acknowledged within 24 hours and we aim to resolve any complaint within 5 working days. However, depending on the complexity of the complaint and availability of external agencies it may on occasions take longer.

Should your complaint show that we have breached our duty of care we will report the breach to the Information Commissioners Office. If you are not satisfied by our response you may complain to the ICO.



Please complete this form and return it to: Trustees@centralwomensaid.org

**(**Strictly no agencies)



www.centralwomensaid.org