Freephone Support Line for Children & Young People: 0808 801 0422
Freephone Support Line for Women: 0808 802 5555
Business Line: 01383 732289
Web: www.fifewomensaid.org.uk
Email: info@fifewomensaid.org.uk

Women's Support Worker (Housing First) x2

36 hours per week - **Ref: WSSHF041136**
21 hours per week - **Ref: WSSHF041121**
£28,360-£31,655 per annum (pro-rated) (position on scale dependent on experience)

Fife Women's Aid are delighted to be expanding our Housing First service for women experiencing domestic abuse and are looking to recruit a full-time support worker for this service.

The role will involve providing ongoing flexible support to women in their own accommodation, with a focus on harm reduction and tenancy sustainment within the community. The service will work in accordance with the Housing First principles and will enhance our existing service provision for women who have experienced domestic abuse.

Applicants should have good communication skills and a passion for supporting recovery from domestic abuse.

The successful applicant will have at least SVQ Level III or equivalent level of qualification in health and social care or other relevant subject, or a willingness to work towards a qualification.

The successful applicant will be able to demonstrate a high degree of motivation and have the ability to work on their own as well as part of a team.

Please join us for an online session to find out more about FWA women's services. This will be at **6.30pm on Monday 7th December 2026**. Please confirm your attendance to info@fifewomensaid.org.uk and we will send you details of the zoom meeting. We hope to see you there.

Fife Women's Aid is a feminist organisation and strives to be a supportive and empowering employer offering competitive terms and conditions.

Membership of Protection of Vulnerable Groups (PVG) Scheme is a requirement for this post.

If you would like further information about the post, please contact Claire Rigby at claire.rigby@fifewomensaid.org.uk to arrange a time for a call.

Applications must meet the person specification to be shortlisted.

Closing date: 4.30**pm on Tuesday 29th December 2026**
Interviews will be held: **Monday 11th January 2027**

Only women are eligible to apply for this post due to Genuine Occupational Requirement (Schedule 9; Equality Act 2010). Fife Women's Aid welcomes applications from women from all sectors of the community.

Dear Applicant,

Thank you for your interest in the post of: **Women's Support Worker (Housing First) (Ref: WSSHF041136 & WSSHF041121)**

This document provides information on the Job Description and Person Specification for the above role. Please mark clearly on the application form available on our website which post you are applying for.

Please ensure that you read the information in this document fully before completing your application.

Please note, all applications and relevant recruitment documents will be held confidentially and destroyed after 6 months, apart from documents relating to the successful applicant.

If you would rather, we did not store your details please inform us. Our Privacy Statement is available on our website
http://www.fifewomensaid.org.uk/privacynotice/

Closing date: 4.30**pm on Tuesday 29th December 2026**
Interviews will be held: **Monday 11th January 2027**

We thank you for your interest in our work with women, children and young people who have experienced domestic abuse.

Yours sincerely

Kate McCormack

Kate McCormack
CEO

JOB DESCRIPTION

Job Title:	Women's Support Worker

The Support Worker role will work within the Housing First approach which provides permanent housing, along with ongoing assertive but flexible support, directly to homeless individuals. There is a focus on harm reduction and sustaining tenancies within the community.

These posts have been funded in recognition that women's experience of homelessness can differ from men and of the strong link between homelessness and violence against women.

Job purpose:

The purpose of the role is to provide trauma informed support in line with the following Housing First principles alongside creative permanent housing solutions:

- People have a right to a home
- Flexible support is provided for as long as is needed
- Housing and support are separated
- Individuals have choice and control
- An active engagement approach is used
- The service is based on people's strengths, goals and aspirations
- A harm reduction model is used

Reporting to: Team Manager

Key activities and responsibilities

1. Ensure high-quality, face-to-face support is delivered which emphasises service user choice and control and meets the needs of both women and funding bodies in terms of positive outcomes.

2. Ensure effective trauma-informed assessment, support planning, reviews and case management takes place in accordance with contractual time frames and relevant policies.

3. Carry out risk assessments, safety planning and checks as required.

4. To participate in ensuring Housing First provides safe and secure accommodation for service users, in accordance with legislation, established codes, customs and practices.

5. Work collaboratively with service users, ensuring the actions within support plans and other activities are addressed in a timely, professional and appropriate manner.

6. Adopt a multi-agency approach to supporting women, including co-ordinating case conferences and involving other support providers in assessments and reviews and ensuring effective outcomes for service users.

7. Ensure good communication with other staff and volunteers working with service users so they are aware of, and involved in, addressing the needs of women as defined by their support plans.

8. Use motivational interviewing as one of a broad range of trauma-informed approaches to working with people in order to achieve change and help clients maximise their potential.

9. Provide information and support on issues relating to domestic abuse to the wider Housing First services, supporting colleagues to respond to women experiencing domestic abuse through ongoing mentoring.

10. Take a lead in cases where specialist knowledge and expertise regarding domestic abuse is required.

11. Effectively signpost clients to external providers where their identified support needs cannot be met through in-house provision.

12. Attend agreed appropriate internal and external networks, forums and meetings in the specialist area including FWA team meetings.

13. Ensure service user input into service provision is maximised by co-ordinating a range of effective participation methods including, but not limited to, group work, meetings, surveys and interviews.

14. In liaison with the management team, and where appropriate, ensure compliance with contractual monitoring outcomes.

15. Maintain accurate manual and computer-based client records (in accordance with data protection and FWA procedures).

16. Prepare reports, with the approval of the Team Manager, and liaise with others in the preparation of case reports and statistical reports, whilst maintaining all relevant records, including monitoring post support progress.

17. Work within and comply with organisational policies, procedures, legislation and regulatory and funding bodies. Keep up to date with changes in legislation and relevant working practices and ensure national health and social care standards and SSSC requirements are strictly adhered to.

18. Ensure FWA Housing First service development is in partnership with service users and in line with both national and local strategy and make appropriate recommendations for improvements.

19. Promote the work of FWA in the local and wider community, helping to raise awareness of domestic abuse. Support the promotion of FWA's public and media profile, attending appropriate meetings and events on behalf of FWA as required.

20. Take a proactive role in promoting equality and anti-discriminatory practice throughout all aspects of the work.

21. Work within FWA organisational financial policies and guidelines. Assist with FWA fundraising as required.

22. Demonstrate reflective practice and a commitment to ongoing professional development, including maintaining an awareness of practice and professional qualifications in relation to Housing First and domestic abuse.

23. Where capacity allows, to provide support to women experiencing domestic abuse who are on FWA visiting support waiting list.

24. Perform other duties as reasonably required by the FWA management team.

PERSON SPECIFICATION

Qualifications, training and relevant experience	Essential	Desirable
A minimum of 2 years of experience of providing advocacy or support services to survivors of trauma	E	
At least SVQ Level III or equivalent level of qualification in health and social care or other relevant subject **OR** willingness to work towards qualification	E	
Experience in working with a range of multi-agency partners	E	
This post holder must become registered by SSSC	E	
Competencies	**Essential**	**Desirable**
Knowledge of domestic abuse		D
Understanding of trauma informed approaches		D
Ability to build trusting relationships with people who have experienced abuse	E	
Evidence of ability to support women with varying and complex needs	E	
Good listening skills, written and verbal communication skills	E	
Good organisational & IT skills appropriate to level and type of job	E	
Ability to prioritise, meet deadlines and work well both as an individual and within a team	E	
Personal qualities	**Essential**	**Desirable**
Self-motivated, enthusiastic, and co-operative	E	
Sensitive and empathic	E	

Special requirements	Essential	Desirable
Commitment to equal opportunities and anti-discriminatory practice	E	
Able to work flexibly and to do occasional evening and weekend work	E	
Ability to travel within and out with Fife - full driving license and access to own transport with business user motor insurance or otherwise able to travel, to collect and transport service users	E	
Membership of PVG Scheme required	E	

Organisational culture

Fife Women's Aid is committed to providing a high standard of service to its service users and other stakeholders. The postholder must practice from a trauma informed approach as well as subscribe to the feminist analysis of domestic abuse and share a commitment to achieving the aims and objectives of Fife Women's Aid.

These posts are open to women only (Equality Act 2010 Work Occupational Requirement Exception, Schedule 9 paragraph 1). FWA welcomes applications from females from all sectors of the community