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 (Ref: WSS051136)

36 hours per week
£28,360-£31,655 per annum, (position on scale dependent on experience)

Fife Women's Aid are looking to recruit a full-time support worker to join our Women's Support Team.

As a service, we are expanding our capacity to better meet the needs of women who have experienced domestic abuse. Candidates should have good communication skills and a passion for supporting recovery from domestic abuse.

The successful applicants 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. An ability to cover on-call is an advantage (additional payments are made for this role).

Please join us for an online session to find out more about FWA women's services. This will be at **6.30pm on Wednesday 9th 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.

If you would like further information about the post, please contact Gill Birtley, Team Manager, at gill.birtley@fifewomensaid.org.uk to arrange a call.

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.

Applications must meet the person specification to be shortlisted.
Previous applicants need not apply.

Closing date: **4.30pm on Wednesday 30th December 2026**
Interviews will be held: **Thursday 14th 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 (Ref: WSS051136)**

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: **4.30pm on Wednesday 30th December 2026**
Interviews will be held: **Thursday 14th 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

Job purpose:
The purpose of the post is to provide women's support services for Fife Women's Aid which provides services to women, children and young people who have experienced domestic abuse.

Contribute as a team member to meeting the aims and objectives of Fife Women's Aid.

Reporting to: Team Senior

Key activities:

1. To undertake assessment, risk assessment, support planning, review and evaluation with women who have experienced domestic abuse.

2. To act as key worker assisting women with individual support issues using a trauma-informed and person-centred approach, providing one-to one basis, and/or group support.

3. To provide women with assistance regarding benefits and practical housing issues, safety planning and emotional support.

4. To liaise on behalf of women with external agencies. Help develop positive working relationships with key partner agencies and stakeholders.

5. To participate in women's support duty cover as required.

6. To actively participate in the general day to day running of the refuges, working with the Housing Management Team to comply with policies and procedures in health, hygiene and safety in refuge accommodation. This includes working directly with women to ensure compliance, maintenance of accommodation and adherence to refuge rules.

7. To work collaboratively with others to provide an integrated and effective service for women and families.

8. To maintain up-to-date knowledge on legislation, policy, local and national developments affecting children, young people and women who have experienced domestic abuse.

9. To work within FWA policies and procedures as well as standards required by legislation, policy, funders and registered bodies, ensuring Health and Social Care Standards and SSSC requirements are met at all times.

10. To undertake service user involvement activities as well as service development.

11. To contribute to service and organisational objectives.

12. To promote equality and anti-discriminatory practice.

13. To show commitment to ongoing personal development.

14. To perform other duties as reasonably required by the Team Manager or CEO.

PERSON SPECIFICATION

Qualifications, training, and relevant experience	Essential	Desirable
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**	
2 years of experience in a social care setting (employed or voluntary)		**D**
. This post holder must become registered by SSSC	**E**	
Competencies	**Essential**	**Desirable**
Knowledge of domestic abuse		**D**
Knowledge of adult support and protection		**D**
Understanding of trauma informed approaches		**D**
Good listening skills, written and verbal communication ability	**E**	
Evidence of ability to support women with varying and complex needs		**D**
Good organisational & IT skills appropriate to level and type of job	**E**	
Ability to prioritise, work on own initiative and within teams towards achieving objectives	**E**	
Personal qualities	**Essential**	**Desirable**
Demonstrate a positive, person-focused and team-working approach to work	**E**	
Demonstrate values aligned with social justice and recovery and in accordance with FWA values of trust, respect, empowerment, empathy and equality	**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**	
Willingness to 'opt in' to on-call rota to support our 24 hour service		**D**
Ability to travel within and out with Fife - full driving license and access to own transport with business user motor insurance to collect and transport service users	**E**	
Membership of PVG Scheme required	**E**	

Note: this job profile is intended as an outline of the responsibilities and qualities required for the post, and does not form part of terms and conditions of employment.

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). Fife Women's Aid welcomes applications from women from all sectors of the community.