



**VIOLENCE AGAINST WOMEN AND GIRLS (VAWG)
SUPPORT PRACTITIONER (Female)**

JOB DESCRIPTION

Job Title	VAWG Support Practitioner
Salary:	£27,272 - £28,942 per annum (salary will be set dependent upon qualifications and experience)
Hours:	37 hours a week Fixed-term – 2 years - subject to further funding
Location:	Women's Centre (Stafford, office based, requirement to travel across Stafford and surrounding area)
Responsible to:	Women's Community Services Manager, and will also be responsible to the Operations Manager, Chief Executive and Board of Trustees.
Job Purpose	<p>This role has been developed in response to the continued expansion of our community-based services supporting women who are at risk of, experiencing, or recovering from any form of Violence Against Women and Girls (VAWG). These services are delivered within a framework that recognises VAWG as both a cause and consequence of gender inequality.</p> <p>The VAWG Support Practitioner will provide trauma-informed, person-centred support to women with diverse and often complex needs. The role includes undertaking comprehensive needs and risk assessments and delivering holistic interventions that prioritise safety, empowerment, emotional wellbeing, advocacy, and practical assistance. Support will be tailored to each individual and delivered in partnership with statutory and voluntary organisations, local specialist services, vulnerability hubs, and other multi-agency forums.</p> <p>The postholder will contribute to both preventing and responding to VAWG through collaborative multi-agency working, awareness-raising, community engagement, and the promotion of informed choice and resilience among the women we support.</p> <p>We are seeking a compassionate, skilled, and committed professional with strong experience of working with victims and survivors of domestic abuse and other forms of VAWG.</p>

This post is open to female applicants only as being female is deemed to be a genuine occupational requirement under Schedule 9, Paragraph 1 of the Equality Act 2010.

JOB DETAILS

Core Requirements:

- To work as a committed member of the Staffordshire Women's Aid team.
- To support the aims, values and working principles of Staffordshire Women's Aid, and to work in alignment with all Policies and Procedures.
- To take all possible steps to ensure the safety and confidentiality of service users, staff and volunteers.
- To promote equality and value diversity.

DUTIES AND RESPONSIBILITIES OF THE POST:

Supporting Service Users

- Provide timely, professional, and trauma-informed one to one support to women accessing the service.
- Support survivors to regain financial independence, access safe and stable housing, health services, appropriate employment opportunities, and other recovery services.
- Actively listen to service users, offering non-judgemental emotional and practical support, and providing referrals or signposting where appropriate.
- Work flexibly and proactively with women with complex needs, including those who arrive without an appointment, ensuring they feel welcomed, heard, and supported.
- Lead the delivery of the Drop-In service and support women through structured advice clinics at the Women's Centre.
- Deliver structured group work programmes and facilitate informal peer support groups.
- Empower women to access their rights and make informed choices.

Multi-Agency Working

- Collaborate with statutory and non-statutory partner agencies to support women in accessing their rights and entitlements.
- Attend the Council's Vulnerability Hub meetings and other partnership forums as required.
- Help develop and maintain effective pathways to local specialist agencies.

Recording, Monitoring, and Reporting

- Maintain accurate, confidential records in accordance with data protection and organisational policies.
- Provide written updates, case notes, outcome reports, and case studies for managers and funders as required.
- Collect monitoring data to assist with evaluation and service improvement.

Service Development

- Contribute to the design, delivery, and evaluation of trauma-informed, anti-oppressive service models.
- Support the delivery of awareness-raising and information workshops within the community.
- Ensure service user voice and lived experience actively inform service delivery.

General Responsibilities:

- To have a clear understanding of, and to implement, all policies and procedures relating to SWA.
- To share responsibility for covering the Help Line during office hours as required, making sure there is cover throughout the day when needed.
- Work flexibly to allow us to offer the best service possible to service users, this will involve working some evening/ weekend sessions.
- Attend team and service meetings as required and collaborate with colleagues in achieving team and organisational objectives.
- Attend relevant training/ conferences / workshops in line with identified professional objectives.

Variation Clause

Staffordshire Women's Aid reserves the right, following consultation with the member of staff, to vary, add 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 Board of Trustees and the CEO.

The performance of the post holder will be monitored through regular supervision by the line manager and reviewed at each annual appraisal.

It is in the nature of the work of Staffordshire Women's Aid that tasks and responsibilities are in many circumstances unpredictable and varied. All employees are therefore expected to work in a flexible way when the occasion arises so that tasks which are not specifically covered in their job description are undertaken. These additional duties will normally be to cover unforeseen circumstances or changes in work and will normally be compatible with the regular type of work.

Please be aware that you will be required to undertake a DBS check and may be required to undertake additional security checks to work in some settings.

A full driving licence and access to a vehicle are essential requirements of the post.

General Information and Conditions of Service

- 28 days holiday (pro rata) per year, plus statutory holidays.
- Staffordshire Women's Aid contributes a sum equivalent to 3% of the annual salary to the company pension scheme following successful completion of 3 months probationary period, and subject to staff contribution as part of auto-enrolment.
- Overtime is unpaid; time of in lieu is to be taken in consultation with line manager.

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SUPPORT PRACTITIONER**

PERSON SPECIFICATION

	Essential	Desirable
Qualifications	<ul style="list-style-type: none"> • Good standard of education or equivalent experience. 	<ul style="list-style-type: none"> • IDVA/DAPA/ISVA qualification. • Training or experience in domestic abuse, Violence Against Women and Girls, housing or homeless legislation.
Experience	<ul style="list-style-type: none"> • Experience of working with victims/survivors of domestic abuse or other forms of VAWG. • Experience of working with a range of statutory, non-statutory and voluntary agencies. • Experience of working with vulnerable adults or children. • Experience of delivering trauma informed 1-1 support. • Experience of delivering structured and informal groups. 	<ul style="list-style-type: none"> • Experience of working within the violence against women and girl's sector. • Experience of working in housing or homelessness sector. • Experience of risk assessment and management. • Experience of lone working
Knowledge & Understanding	<ul style="list-style-type: none"> • Strong understanding of domestic abuse and its impact on women and children. • Knowledge of adult and child safeguarding legislation and best practice. • Understanding of the importance of maintaining accurate and professional records. • Knowledge of legal rights, support options, and protection measures available to victims of domestic abuse. • Understanding of confidentiality, including legal, ethical, and safeguarding boundaries. • Commitment to anti-oppressive and trauma-informed practice. 	<ul style="list-style-type: none"> • Understanding of the need for accurate monitoring and evaluation. • Knowledge of domestic abuse legislation and safety planning measures.
Skills	<ul style="list-style-type: none"> • Able to prioritise own workload and deal with competing demands. • Strong communication and interpersonal skills for advocacy work. • Experience in multi-agency working and understanding of legal frameworks, including MARAC process. 	<ul style="list-style-type: none"> • Experience of working pro-actively, using advocacy to represent the voices and needs of service users.

	<ul style="list-style-type: none"> • Good communication skills (verbal and written). • An ability to put the service user central to all processes. • Commitment to equality, diversity and addressing inequalities • Willingness to be creative in your approach to working with women. • Ability to work on own initiative, in partnership and as part of a team. • Proficient at using IT including Windows, Microsoft Office, email and the Internet. 	
Other	<ul style="list-style-type: none"> • Will be required to do occasional helpline shifts. • You will be expected to travel to meet Service User needs and a driving licence, access to a vehicle and business insurance is essential. 	<ul style="list-style-type: none"> • A sense of humour