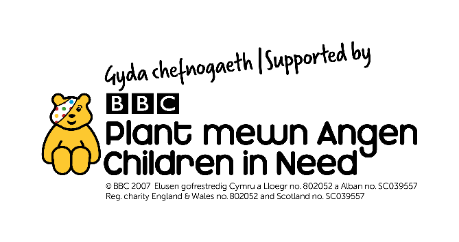
**SWANSEA WOMEN’S AID**

**APPLICATION PACK**



  ****

Dear Applicant,

Thank you for your interest in employment with Swansea Women’s Aid. You will find enclosed:

* Job Description and Person Specification
* Application form
* Guidelines for filling in the application form
* SWA vision, mission and values statement
* SWA philosophy
* Information sheet
* Project information
* Equal Opportunities Monitoring Form

Please ensure that you follow the guidelines when completing the application form. We operate an equal opportunities recruitment policy and use a pointing system for short-listing. If the application form is not completed as directed, this could mean that you will lose out on points.

Completed application forms can either be returned by post to Swansea Women’s Aid, 28 Bond St, Swansea, SA1 3TU or by email to swa@swanseawa.org.uk.

Additional information regarding Swansea Women’s Aid is available on www.swanseawomensaid.com and you may find it useful to refer to this site when making your application.

The closing date for applications is **9am on Monday, 15th November 2021.** Please note that any applications received after this will not be considered. Interviews will take place on **Thursday, 18th November, 2021. Start date asap.**

Should you require any further information regarding this post, please ring 01792 644683 and ask to speak to the Supported Housing Team Leader, Donna Davies.

We wish you every success with your application.

Yours sincerely,

Lynne Sanders

Chief Executive

**SWANSEA WOMEN’S AID**

**SWANSEA WOMEN’S AID**

**JOB DESCRIPTION**

Job Title: **Supported Housing Assistant**

Reports To: **Supported Housing Team Leader**

Direct Reports : **None**

**Main Purpose of the Role**

Undertake clerical duties and provide practical assistance to the SWA Supported Housing team. Lead role in cleaning and preparing refuges’ rooms when vacant in readiness for re-occupation. Assist similarly with the cleaning and preparation of 3 safe houses alongside colleagues.

**Specific Responsibilities:**

1. Assist the Support Workers and Team Leader in project administration tasks to include keeping accurate records of repairs, project ins and outs, archiving of client files, statistical information, outcomes data etc., as required.
2. Photocopying and enter data, on behalf of the Support Workers, as requested, to assist the Support Workers to meet their target of prompt accurate client record keeping.
3. Update Women’s Details form whenever there are any changes and email to the SWA team.
4. Collect, record and distribute post from the SWA PO Box and refuge post boxes.
5. Complete weekly Housing Benefit Monitoring Form for all SWA accommodation and submit completed housing benefit application forms to the City and County of Swansea.
6. Ensure a sufficient supply of project pro forma paperwork/documents such as client file packs, Welcome packs etc.
7. Undertake monthly stock checks of cleaning products, stationery and food supplies, arranging for stock replenishment, when required.
8. Transport service users to external interviews/appointments/meetings as appropriate and requested by Support Workers or Team Leader, as requested
9. Be aware of the maintenance standards required of SWA accommodation and report any maintenance issues to the Support Worker/ Team leader immediately.
10. Lead role in cleaning and preparing rooms at both refuges when vacated in readiness for immediate re-occupation.
11. Assist colleagues with the cleaning and preparation of 3 safe houses when vacated in readiness for re-occupation.
12. Assist in general shared housekeeping duties tidying storage areas, cleaning of communal areas etc., as requested.
13. Adhere to the SWA health and safety policy and report any risks/concerns to a member of the SWA Management team taking immediate steps where necessary to protect the health and well-being of service users/team members.
14. Participate in the office cover rota within refuges.
15. Direct and assist volunteers as appropriate.

**General**

1. Demonstrate and promote the organisation’s ethos of informed choice, and its vision and values.
2. Be aware of and comply with all child and adult protection/procedures in SWA and report to the Team Leader any concerns /issues in this area.
3. Represent the organisation at external meetings, public events, conferences and similar ensuring that SWA’s reputation is protected and enhanced.
4. Participate in team meetings, supervision and appropriate training
5. Work in accordance with SWA Policies and Procedures and standards and overall aims and objectives of SWA.
6. Contribute to the development and review of SWA policies and procedures.
7. Participate in the monitoring, reviewing and evaluation of SWA projects in conjunction with other SWA staff and service users.
8. Proactively implement all SWA policies relevant to post and for safeguarding, anti-discriminatory practice and equality of opportunity, ensuring that services are available for and meet the needs of all e.g. minority and disabled women etc.

**Statement of Flexibility:**

The post holder should regard this job description with a degree of flexibility as the range of duties is not exhaustive and may also change to meet the needs of SWA.

* It may be necessary, following consultation, to amend the job description in light of experience and changing circumstances.
* The post holder may be required to work evenings and weekends on occasion to suit the needs of the organisation.

**PERSON SPECIFICATION**

Job Title: **Supported Housing Assistant**

Reports To: **Supported Housing Team Leader**

Direct Reports: **None**

**Essential Characteristics**

**Personal and Administrative skills**

1. Good communication skills, both written and verbal.
2. Excellent administrative skills including maintenance of systems, databases, project paperwork etc.
3. I.T skills – ability to use basic programmes.
4. Ability to work as part of a team. (This post is a valuable support to the Support Team but **not** a support worker post and care must be taken to observe the boundaries in the interests of all parties)
5. Good organisational skills – i.e. ability to priorities.
6. Ability and willingness to workevenings and weekends, as required
7. Ability to multitask in a busy environment, delivering admin functions whilst also meeting ad hoc non admin demands e.g. room change overs; taking service users to meetings etc.
8. A full valid driving license and a car insured for business use.

**Desirable**

1. Ability to speak Welsh or other language.
2. An understanding/experience of the causes and the long term effects of domestic abuse on women and children.
3. Experience of working in a crisis environment
4. Cleaning/room turn around experience.

PRIVATE AND CONFIDENTIAL

**SWANSEA WOMEN’S AID**

**APPLICATION FORM**

**POST: SUPPORTED HOUSING ASSISTANT**

**PERSONAL DETAILS**

Name: ………………………………………….

Address:…………………………………………………………………………..

…………………………………………………………………………………...

…………………………………………………Post code: ……………………

Tel No: (Day)…………………………… (Eve)……………………………..

E Mail address:………………………………………………..

*Please note if your daytime tel. no is your present employment: If we need to ring you in relation to this post, we will not disclose this.*

**Please give the name of two referees, one of whom must be your recent/previous employer. Please note that references will only be taken up when an offer of employment is made**

Name………………………………….. Name………………………………………

Position……………………………….. Position……………………………………

Address……………………………….. Address……………………………………

………………………………………... …………………………………………….

……………………………………….. …………………………………………….

Postcode……………………………… Postcode…………………………………..

Email: Email:

**Successful appointment is subject to satisfactory references and an enhanced Disclosure and Barring Service Check (DBS)**

**Under the Equality Act 2010 pursuant to Schedule 9, Part 1, this is a women only post**

**Question 1**

**EMPLOYMENT HISTORY**

As an organisation, SWA attaches equal value to experience gained through both paid and voluntary employment.

|  |  |  |  |
| --- | --- | --- | --- |
| **DATES**  **FROM TO** | **EMPLOYER’S NAME & ADDRESS** | **POSITION HELD & DUTIES** | **SALARY & REASON FOR LEAVING** |
|  |  |  |  |

**Question 2**

SWA is interested in any formal or informal qualifications that you may have, particularly those relevant to this post. Please also include details of any relevant training undertaken.

**QUALIFICATIONS**

|  |  |  |
| --- | --- | --- |
| **DATES**  **FROM TO** | **SCHOOL,COLLEGE, UNIVERSITY ETC** | **QUALIFICATION &/OR COURSE NAME** |
|  |  |  |

**TRAINING COURSES/SEMINARS ATTENDED**

|  |  |  |
| --- | --- | --- |
| **DATE ATTENDED** | **ORGANISING BODY** | **DETAILS OF COURSE/SEMINAR** including any certification awarded |
|  |  |  |

**Question 3**

With reference to the Person Specification for the post, please explain **and provide examples** of how you meet **each of the** **essential and desirable criterion**. Please attach a continuation sheet if needed. (Please see the ‘Filling in the form’ guidelines below).

|  |
| --- |
|  |

**Question 4**

Please give brief details of your personal interests and hobbies, particularly where they illustrate the use of skills and personal qualities relevant to the post.

|  |
| --- |
|  |

**Question 5**

**COMPUTER LITERACY**

Do you have any experience of using work processors/computers?

**YES / NO**

If YES, please give details of software packages used:

**Question 6**

Please tell us of any dates when you would not be available for interview: ……………………

**DECLARATION**

I certify that all the information provided in this application form is true, accurate and complete to the best of my knowledge and that I have the right to work in the United Kingdom. I understand that should this not be the case, then it may put any offer of employment made by SWA in jeopardy, or result in dismissal.

**SIGNED: …………………………… DATED: ……………………**

**ON COMPLETION, PLEASE RETURN THIS APPLICATION FORM, MARKED PRIVATE AND CONFIDENTIAL TO:**

Recruitment,

Swansea Women’s Aid.

28 Bond St,

Swansea,

SA1 3TU.

**OR**

By email to [swa@swanseawa.org.uk](mailto:swa@swanseawa.org.uk)

Applications must reach us by the closing date for this post: **9am on Monday 15th November, 2021.**

**Data Protection/GDPR**

You will either have sent your personal data directly to us or to a third party agency. However, your application is sent, it will be received by an authorised Administrator. Who will separate the application form from the Equal Opportunity form, log that your application has been received and pass your application form to the Recruitment Officer. The Administrator plays no role in the selection process but will be given your contact details to advise you of the progress of your application, as advised by the Recruitment Officer.

All information held about you is treated as confidential, protected by passwords /locked files, as appropriate and access strictly restricted to nominated persons and will be deleted, as soon as possible and within 6 months of completion of the recruitment process.

The Administrator collates and anonymises the equal opportunities monitoring data to provide general statistics relating to SWA’s equal opportunities performance, which may be reviewed by the Senior Team, Board and or funders it will not be used for any other purpose.

The data on your application form will only be viewed by the Recruitment Officers and used for selection purposes only. It will not be passed on to any other person/third party or used for any other person.

Only successful candidate’s application will be retained and it will be retained for the duration of employment to be destroyed 6 months after the individual has left the Organization.

We take our responsibility to protect your personal data seriously and if you have any queries or concerns or wish to amend any of the information provided you can raise these to the appropriate person. Please see [www.swanseawomensaid.com](http://www.swanseawomensaid.com) for SWA’s Privacy Policy.

Please indicate below where you saw the job advertisement for this post:

………………………………………………………………………………………………..

E.g. Job Centre, Charity Job Finder, Recruit 3, SWA website etc.

***Filling in the form guidelines***

If you have a communication difficulty such as dyslexia, please make us aware of this.

***Pointing system***

In order to reach the shortlist, an applicant must meet ALL of the essential criteria in the Person Specification. Each essential criterion carries points of 0 to 3. Each desirable criterion carries points of 0 to 1. If an applicant points zero on any of the essential criteria, they will not be considered for the shortlist, even if the applicant pointed highly elsewhere. Applicants who are short-listed generally point between 2 & 3 on each essential criterion. Applicants do not need to score on the desirable criteria to be short- listed.

To score between 2 & 3, an applicant must outline their experience / ability and then *demonstrate.*

For example, a question in the application form asks about applicant’s organisational skills. An applicant may state that in all their jobs they have been required to have good organisational skills *(Outlining experience).* Demonstrate this by telling us how you developed them, for example, *‘through work where I was required to…’* or, *‘through training / voluntary work / education, it was essential to…’*

It is essential when answering Question 3 that you ensure you address each of the stipulated essential criterion. The easiest way to ensure this is to use the headings and numberings as follows:

**For example**

1. Experience of working with women (and children) with differing social and emotional needs.

*Answer*

1. An awareness and an understanding of the differing experiences of different cultural and social backgrounds.

*Answer*

1. An understanding/experience of the causes and the long term effects of domestic abuse.

*Answer*

This advice may seem a bit basic but it is surprising how often applicants can focus on certain essential criteria and fall short on others. We want all applicants to have the best possible opportunity to highlight the required experience and skills to work effectively within this post.

**SWANSEA WOMEN’S AID**

**Vision**

A world where women and children are free from abuse

**Mission statement**

Supporting and empowering women and children to live free from domestic violence and abuse in all its forms.

**Values**

* Excellence – in all we do and how we do it
* Equality –non-discriminatory and non-judgemental
* Diversity – everyone welcomed and valued
* Women and children at the heart of all we do – being supported, informing and directing services
* Innovation – in service delivery and planning
* Integrity - honesty, reliability, trustworthiness
* Empowerment – encouraging women and children to reach their full potential
* Confidential – respecting privacy and lawful
* Collaborative – working with others to change things for the better

**SWANSEA WOMEN’S AID - PHILOSOPHY**

**Women only**

Swansea Women’s Aidis part of the wider Women’s Aid movement, run by women for women. We believe that in order to develop confidence and self-esteem, women need ‘space’ to identify their strength and weaknesses away from male influence. Sexism serves not only to systematically undermine and abuse women but also to divide women and alienate them from each other. We feel that the ‘space’ that Women’s Aid provides for women allows them to define themselves according to their own needs and not according to the attitudes of society.

**Admissions**

Refuge and Safe House space is there for all women who are experiencing domestic violence and are afraid to live in their own homes. We do not discriminate against any woman on grounds of race, religion, sexual orientation or disability. If our Refuge or Safe Houses in Swansea are full, we will contact other groups throughout Wales until Refuge space is found.

**Self Help**

It is essential to our work to provide a place of safety where women can determine their own future. Women staying in the Refuge are responsible for the day to day running of the house. We believe that it is crucial that women are given the space to rebuild their confidence so that they can resume responsibility for their lives in an atmosphere of mutual respect and co-operation. Women’s Aid supports women in this development at whatever stage individual women are at any time.

**SWANSEA WOMEN’S AID**

**INFORMATION SHEET**

**JOB TITLE**: SUPPORTED HOUSING ASSISTANT

**HOURS OF WORK**: 35 per week.Hours are agreed and need to be worked flexibly. The demands of the service may require you to work evenings and weekends. Any overtime will be compensated for by time in lieu.

**SALARY**: £17,290.00 per annum

**CONTRACT LENGTH**: This is a permanent position subject to funding via the Housing Support Grant, Swansea Council.

**HOLIDAY ENTITLEMENT**: 25 days per year, plus 9 bank holidays.

**PROBATIONARY PERIOD**: Six months

**PENSION**: Swansea Women’s Aid contributes 6% of the basic annual salary into the Swansea Women’s Aid qualifying workplace pension scheme.

**OTHER**:

All workers are required to undergo an enhanced DBS check.

The post holder will work within the Supported Housing team and will report to the Supported Housing Team Leader. The team supports families within the SWA accommodation which comprises of two refuges and three safe houses.

Swansea Women’s Aid is a women-only organisation with both paid and unpaid workers and is affiliated to Welsh Women’s Aid.

Swansea Women’s Aid is an equal opportunities employer and welcomes applications from all sectors of the community.

**Supported Housing Project**

The aim of the Supported Housing project is to support women and children both practically and emotionally in order to help them to start to re-build their lives and regain their confidence having experienced domestic abuse.

The project consists of 2 refuges and an additional 3 safe houses in the community, between them housing a total of 16 families, i.e. single women and women with children at any one time. These offer emergency safe accommodation to women and children experiencing domestic abuse. Access to the accommodation is 24/7 and women can stay for a couple of nights/weeks or until they are rehoused via the City and County of Swansea’s Move On strategy.

The Supported Housing team is split between the two refuges’ offices and provides practical and emotional support using the SWA Support Planning and Risk Management framework. The Supported Housing Assistant works across all the properties and is the only person in this role.

**Benefits of Refuge/Safe House Provision to Women**

* Safe accommodation, furnished & maintained to convey welcome & comfort
* Information, advocacy and support in obtaining welfare benefits, legal protection, housing, medical treatment, help with children, parenting support etc.
* Emotional support, counselling, training, practical support
* Opportunity to share experiences, gain confidence through mutual support & co-operation
* Risk assessment & safety planning
* Space to reach decisions, plan for future
* Support plans tailored to individual needs

The Supported Housing project experiences a high level of demand and can have a rapid turnover of rooms. In the last year, a total of 100 individual women and 64 children stayed at our refuges and safe houses.

*Feedback from service user*

“It was the first time I felt safe for 30 years if it was not for xxxx helping me I may not have gotten this far in life and I can walk around free as a bird and smile on my face cause of the refuge help.”

**SWA**

Equal Opportunities Monitoring Form

In accordance with our equal opportunities policy, SWA will provide equality of opportunity to all employees and job applicants and will not discriminate either directly or indirectly on the grounds of race, sex, gender identity, marital status, disability, sexual orientation, pregnancy or maternity, religion/belief or age.

Your assistance is requested to allow us to monitor the effectiveness of our Equal Opportunities Policy by completing and returning this form. Please note that the monitoring form does not form part of your application and will be detached from it on receipt, stored separately in a locked confidential file and will not be available to the selection panel. You can send it separately if you wish.

On receipt an officer unconnected with the selection process will compile anonymous statistics from all applications. Personal information will not be shared and all forms will be destroyed after 3 months. The information you provide will not be used for any other purpose than to monitor the effectiveness of the equal opportunities policy, anonymous monitoring statistics only may be reviewed by the Board and or our funders.

**Personal Details:**

**Please tick the boxes that are relevant to you and complete all sections**

|  |  |  |  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- |
| 1.Age | 16-24 | 25-29 | | | 30-34 | | 35-39 | | | 40-44 |
|  | 45-49 | 50-54 | | | 55-59 | | 60-64 | | | 65+ |
| Prefer not to state Age |  | | | | |  | | | | |
| 2. Gender | Male | | | | | Female | | | | |
| Prefer not to state gender |  | | | | |  | | | | |
| Gender Identity (options) | If you identify as transsexual, transgender (in that you have effected a permanent change of gender identity) or as intersex which group do you identify with? | | | | | | | | | |
| Transsexual | | | Transgender | | | | | Intersex | |
| 3.Married/Civil partnership | Yes | | No | | | | | Prefer not to say | | |

|  |
| --- |
| **4.Pregnancy and Maternity** |
| I am pregnant/adopting a child Yes  No  Prefer not to say |

**5.Sexual Orientation: Please tick against one of the following**

|  |  |  |  |
| --- | --- | --- | --- |
| Bisexual |  | Gay Man |  |
| Gay Woman / Lesbian |  | Heterosexual / Straight |  |
| Other |  | Prefer not to say |  |

**6.Religion or belief: Please tick against one of the following**

|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
| No religion |  | Buddhist |  | Christian |  |
| Hindu |  | Jewish |  | Muslim |  |
| Sikh |  | Prefer not to say |  |  |  |
| Other |  | Please state: | | | |

**7.Ethnic origin: Please tick against one of the following**

|  |  |  |
| --- | --- | --- |
| Asian/  Asian British; | Bangladeshi |  |
| Chinese |  |
| Indian |  |
| Pakistani |  |
| Other Asian |  |
| Black/African/Caribbean/  Black British; | African |  |
| Caribbean |  |
| Other Black |  |
| Mixed/  Multiple Ethnic Groups; | White & Asian |  |
| White & Black African |  |
| White & Black Caribbean |  |
| Other Mixed |  |
| Other Ethnic Group; | Arab |  |
| Any Other Ethnic Group |  |
| White; | English/Welsh/Scottish/Northern Irish/British |  |
| Gypsy or Irish Traveller |  |
| Irish |  |
| Other White |  |
| Prefer not to say |  |

**8.Disability: Please tick against one of the following**

|  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- |
| **Disability**  definition under the Equality Act 2010  In the Act, a person has a disability if:   * they have a physical or mental impairment * the impairment has a substantial and long-term adverse effect on their ability to perform normal day-to-day activities * For the purposes of the Act, these words have the following meanings: * 'substantial' means more than minor or trivial * 'long-term' means that the effect of the impairment has lasted or is likely to last for at least twelve months (there are special rules covering recurring or fluctuating conditions) * 'normal day-to-day activities' include everyday things like eating, washing, walking and going shopping   People who have had a disability in the past that meets this definition are also protected by the Act.  **Progressive conditions considered to be a disability**  There are additional provisions relating to people with progressive conditions. People with HIV, cancer or multiple sclerosis are protected by the Act from the point of diagnosis. People with some visual impairment are automatically deemed to be disabled.  **Conditions that are specifically excluded**  Some conditions are specifically excluded from being covered by the disability definition, such as a tendency to set fires or addictions to non–prescribed substances.   |  |  | | --- | --- | |  | **Do you consider yourself to have a disability according to the terms above?**  Yes/No/Prefer not to say | |  | *If you have answered yes, please indicate the type of impairment which applies to you. If your experience more than one type of impairment, please tick all the types that apply. If your disability does not fit any of these types, please circle Other and specify.* | |  | Physical/mobility impairment, such as a difficulty using your arms or mobility issues which require you to use a wheelchair or crutches | |  | Visual impairment, such as being blind or having a serious visual impairment | |  | Hearing impairment, such as being deaf or having a serious hearing impairment | |  | Mental health condition, such as depression or schizophrenia | |  | Learning disability/difficulty, such as Down’s syndrome or dyslexia or a cognitive impairment such as autistic spectrum disorder | |  | Long-standing illness or health condition, such as cancer, HIV, diabetes, chronic heart disease or epilepsy | |  | Other (Please specify below) |   Yes  No  Prefer not to say  This information is provided for monitoring purposes only – if you need reasonable adjustments you should arrange these separately as this form will not be seen by the recruitment officers. |

Thank you for taking the time to complete the information requested on this form, and thereby enabling us to monitor the effectiveness of our equal opportunities policy.

**Name:**

**Signature: Date:**