

SWANSEA WOMEN'S AID APPLICATION PACK



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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
- SWA vision, mission and values
- 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 should be marked Private and Confidential and can either be returned by post to Swansea Women's Aid, 8-10 Caer street, Swansea, SA1 3PP or by email to swa@swanseawa.org.uk.

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

The closing date for applications is **9am on Monday 11th May 2026**. Please note that any applications received after this will not be considered.

Interviews: 15th May 2026

Start Date: Asap.

Should you require any further information regarding this post, please ring 01792 644683 and ask to speak to Alex Herbert, SWAN Team Leader.

We wish you every success in your application.

Yours sincerely,

Lynne Sanders
Chief Executive

SWANSEA WOMEN'S AID

JOB DESCRIPTION

Job Title: **SWAN Support Worker**

Reports to: **Project Team Leader**

Direct Reports: **None**

Main Purposes of the Role

- To work as part of a multi-agency team providing specialist support and well-being interventions to women exploited by the sex industry across all sectors (street sex industry in particular), taking into account emerging online sectors and migrant workers.
- To provide a range of practical and emotional support to women who are at risk of sexual and/or domestic violence and abuse and/or exploitation and human trafficking
- To assist and facilitate women using the service to make informed decisions and positive changes to their lives, using the self-help principle to encourage independence and empower the women to succeed on all levels.

Core SW Responsibilities:

1. Undertake and review risk assessments on individuals and activities.
2. Develop support plans in line with needs assessments for approval by Team Leader, action the approved plans and review accordingly.
3. Provide an appropriate level of support to the women in line with support plans, ensuring that all options are systematically appraised and making use of a wide range of development opportunities (e.g. training and employment).
4. Act as an advocate on behalf of service user encouraging and supporting self-advocacy as appropriate.
5. Assist and support service users to access health services, legal services, housing etc. according to identified need.
6. Work with SWA staff in other projects and services to ensure the smooth running of all SWA projects and a seamless service is provided for women accessing them.
7. Comply with all SWA policies and procedures at all times, paying particular regard to SWA's child and adult protection/procedures and health and safety policies and procedures, taking steps to remove immediate risks and reporting

- any risks/concerns/issues to the appropriate person (e.g. Team Leader/ Supported Housing Coordinators) in line with SWA policy.
8. Encourage and enable service user participation in the development of all areas of service provision, including organisational and project specific consultation processes, policy review, service review and development etc.
 9. Provide and facilitate 1:1 support and group activities for women using the principle of self-help to promote and encourage independence and empowerment.
 10. Establish and maintain accurate and up to date records of all support sessions, telephone conversations, attendance and appointments etc., including progress made on behalf of women and children. Assist the Team Leader in related project administration tasks to include keeping accurate records of e.g. contacts, referrals, finance, statistical information, outcomes data etc., as required.
 11. Direct and assist volunteers as appropriate.

Service/project specific SW responsibilities:

1. Develop and deliver a holistic service within a multi-agency partnership that provides specialist support and well-being interventions to women exploited by the sex industry across all sectors.
2. Work on an outreach basis to engage with women exploited by the sex industry at high risk, linking in with other support services to ensure their support needs are addressed.
3. Provide fortnightly visits to local brothels.
4. Undertake a weekly online check of local sex work advertising to monitor/record local activity for links to women exploited by the sex industry and 'pop up parlours'.
5. Work closely with the police to encourage service user engagement, maximise reporting of crime and the sharing of intelligence.
6. Work in partnership with the aim of safeguarding individuals and managing the risks associated with supporting vulnerable marginalised people.
7. Participate and refer into the monthly Swansea/NPT Sex Worker Operational Team meetings, undertaking follow-up actions promptly.
8. Support, enable and empower service users to make positive lifestyle changes by increasing choices and opportunities and exploring safer, sustainable alternatives to sex work.
9. Work with other local specialist agencies who provide support with issues particularly pertinent to women exploited by the sex industry such as substance misuse, mental health, sexual health to meet service user's specific needs.
10. Assist with the monitoring and evaluation of the project in accordance with funding requirements.
11. Attend meetings and provide feedback as requested.

General

1. Demonstrate and promote the organisation's ethos of informed choice and its vision and values at all times.

2. Represent the organisation at external meetings, public events, conferences and similar ensuring that SWA's reputation is protected and enhanced.
3. Keep up to date with changes in legislation that will affect women who are exploited by the sex industry, human trafficked, have experience of VAWDASV.
4. Actively work in partnership with other agencies and organisations to achieve better outcomes for women and children affected by VAWDASV.
5. Participate in team meetings, supervision and appropriate training
6. Work in accordance with SWA Policies and Procedures and standards and overall aims and objectives of SWA.
7. Contribute to the development and review of SWA policies and procedures.
8. Proactively implement SWA policies for 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.
9. The post holder will be required to work evenings and weekends on a regular basis and to participate in the organisation's 24-hour on call rota.
10. Any other reasonable duties as required by the Team Leader.

N.B

The above job description will be reviewed and may change as necessary with prior consultation.

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 or the project.

PERSON SPECIFICATION

Job Title: **SWAN Support Worker**

Reports to: **Project Team Leader**

Direct Reports: **None**

Essential Characteristics

Education/knowledge (address these on application form)

1. Experience of working and managing risk with vulnerable people for a minimum of 1 year in a paid or voluntary capacity.
2. Knowledge and understanding of safeguarding issues.
3. Knowledge and understanding of the risks involved in working with people at risk of exploitation.
4. An understanding of the causes and the long term effects of violence against women, domestic abuse and sexual violence.
5. A clear understanding of boundaries within support work.
6. An understanding of service user participation and how to engage them in productive and meaningful dialogue in relation to project review and development.

Experience (address these on application form)

1. Experience of support planning and review and managing a caseload.
2. Experience of working with women with differing social and emotional needs and from varied backgrounds.
3. Experience of working with people who are vulnerable to grooming and sexual exploitation.

Other (address this on application form)

1. A full valid driving license with use of car for work.

Skills and Abilities (address this on application form)

1. Ability to liaise, network and advocate.
2. Good communication skills, both written and verbal.
3. Good administrative skills-i.e. filing systems, record keeping, databases and petty cash systems.
4. I.T skills – ability to use basic programmes.
5. Good organisational skills, i.e. ability to prioritise.
6. Ability to work as part of a team and on own initiative.
7. Ability to develop effective working relationships with other partner agencies.
8. Ability to work under pressure.

9. Ability to undertake risk assessment with regards to yourself, co-workers and service users.

Personal Attributes (to be discussed at interview stage)

1. Active listening skills to gain rapport quickly with service users.
2. A positive 'can do' attitude.
3. Confidence and assertiveness to deal with challenging situations.
4. A commitment to working in a non-judgmental person centered way which promotes respect and empowerment and embraces equality and diversity.
5. An awareness and commitment to the principle of self-help.
6. Ability to work evenings and weekends as required and to participate in the SWA 24 hour on-call rotas.

Strongly Desirable Characteristic (to be discussed at interview stage)

1. Ability to speak Welsh

Desirable Characteristics (to be discussed at interview stage)

1. ISVA qualified
2. Ability to speak another language.
3. Good understanding, experience or qualification in the following.
 - Mental Health
 - Drug/Alcohol
 - Housing

PRIVATE AND CONFIDENTIAL

**SWANSEA WOMEN'S AID
APPLICATION FORM**

POST: SWAN SUPPORT WORKER

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 woman 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

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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

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Question 3

With reference to the Person Specification for the post, please explain and provide examples of how you meet **the following essential characteristics as detailed in the job description and personal specification for this role; education/knowledge, experience, other.** (The personal attributes, strongly desirable and desirable characteristics will be discussed at interview stage).

Please ensure you follow the guidelines relating to question 3 on the ‘filling in the form guidelines’ page below. Please attach a continuation sheet if needed.

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 word 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.
8-10 Caer street
Swansea,
SA1 3PP.

OR

By email to swa@swanseawa.org.uk

Applications must reach us by the closing date for this post: **9am on Monday 11th May 2026**

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 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, (N.B. please use criterion on the person specification relating to the role you are applying for, not examples below)

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

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

3. 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.

Key principle

SWA recognises that violence against women, domestic abuse and sexual violence are gender-based forms of violence that are the cause and consequence of gender inequality.

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 Aid is 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: SWAN SUPPORT WORKER

HOURS OF WORK: Part time: 21 hours.

This post is primarily office based. The demands of the service will require you to participate in the evening outreach service on a rota basis. Any overtime will be compensated for by time in lieu.

SALARY: £15,601.29

CONTRACT LENGTH: This post is funded to 31st March 2027.

HOLIDAY ENTITLEMENT: 25 days per year, plus 9 bank holidays pro rata

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 as part of the SWAN Project team and will report to the Project Team Leader.

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

The post holder will participate in the 24-hour on call rota on evenings and weekends. This will include out-of-hours admissions into the refuge and safe houses and call outs to deal with housing management issues. For a 35-hour post, the minimum requirement is to cover 7 weekends, 26 week nights and 1 bank holiday per annum.



SWA value diversity and are committed to promoting equality. We encourage applications from women from all backgrounds and communities – Black, Asian, LGTBQ+ or other ethnic minority backgrounds and people with a disability.

We particularly welcome applications from Welsh speaking candidates.

SWAN PROJECT

This project provides a holistic women centered service that is responsive to the needs of women exploited by the sex industry, particularly those street sex working in Swansea but also taking into account emerging online sectors and migrant workers.

The work focuses on:

- Providing a dedicated crisis response for women exploited by the sex industry (WESI)
- Providing evening outreach and daytime support to engage with WESIs.
- Supporting by assessing needs, triaging and referring/accompanying to relevant support services
- Advocating and supporting to assist with maintained engagement
- Monitoring and recording online work, engaging with specialist agencies to develop appropriate support responses
- Promoting and strengthening the local multi-agency support infrastructure and its response to WESI support and engagement
- Co-working initiatives with the police

Who?

Staff act as trusted links between police, local support agencies and WESIs. Other SWA staff will provide additional emotional and practical support, including from our DAISE Family Support project and (where relevant) 2 refuges and 3 safe houses.

Additionally, a Volunteer Coordinator and an Admin worker will provide the support to enable a 4 day per week evening outreach service.

Where and when?

Staff will be based in our central office which can also serve as a 1:1 appointment venue. Staff will also undertake community based appointments and attend appointments at other agencies with WESIs to enable/encourage engagement with services. Working hours will be 17.5 per week and will incorporate:

- 1:1 appointments
- Evening outreach work on a rota basis
- Weekly drop-in sessions

- Weekly online check of local sex work advertising to monitor/record local activity for links to FSWs supported and ‘pop up parlours’.
- Well-being events

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 role, stored in a confidential file and will not be available to the wider management team.

On receipt, the Office Manager will compile anonymous statistics. 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 may only 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	Under16 <input type="checkbox"/>	16-24 <input type="checkbox"/>	25-34 <input type="checkbox"/>	35-44 <input type="checkbox"/>	45-54 <input type="checkbox"/>
	55-64 <input type="checkbox"/>	65+ <input type="checkbox"/>			
Prefer not to state Age	<input type="checkbox"/>				
2. Sex	Male <input type="checkbox"/>	Female <input type="checkbox"/>			
Prefer not to state	<input type="checkbox"/>				
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 <input type="checkbox"/>	Transgender <input type="checkbox"/>	Intersex <input type="checkbox"/>		

	Single <input type="checkbox"/>	Co habiting <input type="checkbox"/>	Engaged <input type="checkbox"/>
3.Marital / Relationship status	Married/civil partnership <input type="checkbox"/>	Same sex civil partnership <input type="checkbox"/>	Separated <input type="checkbox"/>
	Divorced <input type="checkbox"/>	Widowed <input type="checkbox"/>	Prefer not to say <input type="checkbox"/>

4.Pregnancy and Maternity

I am pregnant/adopting a child	Yes <input type="checkbox"/>	No <input type="checkbox"/>	Prefer not to say <input type="checkbox"/>
I have had a child in the past 12 months	Yes <input type="checkbox"/>	No <input type="checkbox"/>	Prefer not to say <input type="checkbox"/>

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

Bisexual	<input type="checkbox"/>		
Gay Woman / Lesbian	<input type="checkbox"/>	Heterosexual / Straight	<input type="checkbox"/>
Other	<input type="checkbox"/>	Prefer not to say	<input type="checkbox"/>

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

No religion	<input type="checkbox"/>	Buddhist	<input type="checkbox"/>	Christian	<input type="checkbox"/>
Hindu	<input type="checkbox"/>	Jewish	<input type="checkbox"/>	Muslim	<input type="checkbox"/>
Sikh	<input type="checkbox"/>	Prefer not to say	<input type="checkbox"/>		
Other	<input type="checkbox"/>	Please state:			

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

Asian/ Asian British;	Bangladeshi	<input type="checkbox"/>
	Chinese	<input type="checkbox"/>
	Indian	<input type="checkbox"/>
	Pakistani	<input type="checkbox"/>
	Other Asian	<input type="checkbox"/>
Black/African/Caribbean/ Black British;	African	<input type="checkbox"/>
	Caribbean	<input type="checkbox"/>
	Other Black	<input type="checkbox"/>
Mixed/ Multiple Ethnic Groups;	White & Asian	<input type="checkbox"/>
	White & Black African	<input type="checkbox"/>

	White & Black Caribbean	<input type="checkbox"/>
	Other Mixed	<input type="checkbox"/>
Other Ethnic Group;	Arab	<input type="checkbox"/>
	Any Other Ethnic Group	<input type="checkbox"/>
White;	English/ Welsh /Scottish/Northern Irish/British	<input type="checkbox"/>
	Gypsy or Irish Traveller	<input type="checkbox"/>
	Irish	<input type="checkbox"/>
	Other White	<input type="checkbox"/>
	Prefer not to say	<input type="checkbox"/>

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.

	<p>Do you consider yourself to have a disability according to the terms above?</p> <p>Yes <input type="checkbox"/> No <input type="checkbox"/> Prefer not to say <input type="checkbox"/></p>
	<p><i>If you have answered yes, please indicate the type of impairment which</i></p>

	<i>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.</i>
	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)

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 Team Leaders.

9. Languages

What Is your first language?

English Welsh Other please state:

Do you speak any other languages?

No

Yes please state:

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.

