

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
- 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 can either be returned by post to Recruitment, Swansea Women's Aid, 8-10 Caer St, Swansea, SA1 3PP or by email to swa@swanseawa.org.uk.

Additional information regarding Swansea Women's Aid is available on <https://swanseawomensaid.com/get-involved/> and you may find it useful to refer to this site when making your application.

The closing date for applications is **9am on Monday 16th March 2026**. Please note that any applications received after this will not be considered.

Interview Date: TBC

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 in your application.

Yours sincerely,

Lynne Sanders
Chief Executive

SWANSEA WOMEN'S AID

JOB DESCRIPTION

Job Title: **Support Worker**

Reports to: **Team Leader**

Direct Reports: **None**

Main Purpose of the Role

Deliver an appropriate support and information service, responding to the emotional and practical needs of women and children accessing SWA projects, working within the SWA and Supporting People Framework. Assist and facilitate service users to make informed decisions and positive changes to their lives, to minimise risk of homelessness and enhance their future. Using the self-help principle to encourage independence and empower the service user to succeed on all levels.

Specific Responsibilities:

1. Needs assess needs of referrals/service users to determine what level of service is appropriate, develop support plans for approval by Team leader, action approved plans and review accordingly.
2. Admit new service users onto SWA projects and complete relevant project paperwork e.g. licence agreement, referral form etc
3. Participate in housing management tasks as required i.e. room preparation, managing breaches of licence and reporting any maintenance issues.
4. Achieve and offer appropriate level of support to the women, ensuring that all options are systematically appraised, making use of a wide range of training and employment opportunities.
5. Support service users through the process of re-housing as appropriate/when required. Liaising and networking with appropriate agencies, support women to settle in the community, providing information on amenities etc.
6. Assist service users to apply for/maintain/maximise benefits and manage other financial issues.
7. Assist support service users to access health services, legal services, housing etc.
8. Comply with all child and adult protection/procedures in SWA and report to the Team Leader any concerns /issues in this area.

9. Encourage service users to participate in all areas of their service provision and communal living (when applicable), for example through facilitation of house meetings.
10. Work with colleagues to ensure the smooth running of SWA projects.
11. Encourage service user participation in the development of consultation processes, policy review, service review and development etc.
12. Provide 1:1 support to women using the principle of self-help to promote and encourage independence and empowerment.
13. Develop and maintain links with communities and organisations and monitor the needs of service users.
14. Adhere to SWA health and safety policy and report any risks/concerns to the Supported Housing Coordinators, taking immediate steps where necessary to protect health and well-being of resident's/team members.
15. Assist the Team Leader in project administration tasks to include keeping accurate records of repairs, contacts, referrals, finance, statistical information, outcomes data etc., as required.
16. Facilitate group activities in addition to 1:1 work with women.
17. Direct and assist volunteers as appropriate.

General

1. Establish and maintain accurate up to date records of all support sessions, telephone conversations, attendance and appointments etc. including the progress being made on behalf of the women and children
2. Act as an advocate on behalf of service user encouraging and supporting self-advocacy as appropriate.
3. Demonstrate and promote the organisation's ethos of informed choice and its vision and values.
4. Represent the organisation at external meetings, public events, conferences and similar ensuring that SWA's reputation is protected and enhanced.
5. Keep up to date with changes in legislation that will affect women and children who are or have experienced domestic abuse.
6. Actively work in partnership with other agencies and organisations to achieve better outcomes for women and children affected by Domestic Abuse.
7. Participate in team meetings, supervision and appropriate training
8. Work in accordance with the Welsh Women's Aid Codes of Practice, SWA Policies and Procedures and standards and overall aims and objectives of SWA.
9. Contribute to the development and review of SWA policies and procedures.
10. Participate in the monitoring, reviewing and evaluation of SWA projects in conjunction with other SWA staff and service users.
11. 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.
12. 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.
13. 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.

PERSON SPECIFICATION

Job Title: **Support Worker**

Reports to: **Team Leader**

Direct Reports: **None**

Essential Characteristics

Support Skills

1. Experience of working with women (and children) with differing social and emotional needs.
2. An awareness and an understanding of the differing experiences of women from different cultural and social backgrounds.
3. An understanding/experience of the causes and the long term effects of domestic abuse.
4. Experience of support planning and review and managing a caseload.
5. A clear understanding of boundaries within support work.
6. An understanding of the issues around service user participation and how to engage them in productive and meaningful dialogue.
7. Ability to liaise, network and advocate.
8. Experience of managing challenging behaviour and conflict
9. Experience of housing management.
10. Experience of working in a crisis environment.
11. Experience of group work.

Personal and Administrative skills

1. Good communication skills both written and verbal.
2. Experience of administrative skills-i.e. filing systems, record keeping, databases and petty cash systems.
3. I.T skills – ability to use basic programmes.
4. Ability to work as part of a team and on own initiative.
5. Good organisational skills – i.e. ability to prioritise.
6. Ability to undertake risk assessment with regards to yourself, co-workers and service users.
7. A commitment to Swansea Women's Aid way of working.
8. An awareness and commitment to the principle of empowerment and self-help.
9. Ability to work evenings and weekends as required and to participate in the organisation's 24 hour on-call rotas.

Desirable

1. A full valid driving licence.
2. Ability to speak welsh or other language.
3. Good understanding, experience or qualification in the following.

- Mental Health
- Drug/Alcohol
- Housing
- Immigration
- Counselling
- Complimentary Therapies
- Child Development

PRIVATE AND CONFIDENTIAL

**SWANSEA WOMEN'S AID
APPLICATION FORM**

POST: SUPPORTED HOUSING 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 **each essential and desirable criterion (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 necessary.

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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.
8-10 Caer St,
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 16th March 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 the 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 organisation.

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 <https://swanseawomensaid.com> for SWA's Privacy Policy.

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

.....
E.g. Charity Job Finder, Social Media, 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 that you address each of the essential criteria. The easiest way to ensure this is to use the headings and numberings on the Person Specification as follows:

Support Skills

1. 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

To provide innovative and sustainable high quality domestic abuse services that aid prevention, address women's and children's needs and enable them to move forward positively

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: SUPPORTED HOUSING SUPPORT WORKER

HOURS OF WORK: 35 PER WEEK. Hours. The demands of the service may require you to work evenings and weekends. Any overtime will be compensated for by time in lieu.

SALARY: £24,369 per annum

CONTRACT LENGTH: This is a permanent post, funded by the Housing Support Grant – Local Authority.

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 within the Supported Housing team and will report to the Supported Housing Team Leader. The team supports families within the community.

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 requirement is to cover 7 weekends, 26 week nights and 1 bank holiday per annum.

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 4 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.

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.

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"/>
3.Marrital / Relationship status	Single <input type="checkbox"/>		Co habiting <input type="checkbox"/>		Engaged <input type="checkbox"/>
	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 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></p>
	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.