

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 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 6th October 2025**. Please note that any applications received after this will not be considered.

Interviews 9th & 10th October 2025

Start date asap.

Should you require any further information regarding this post, please ring 01792 644683 and ask to speak to Lisa Conte, Operational Manager.

We wish you every success in your application.

Yours sincerely,

Lynne Sanders
Chief Executive

SWANSEA WOMEN'S AID

JOB DESCRIPTION

Job Title: **Community VAWDASV Specialist (adults)**

Reports to: **Community Services Manager**

Direct Reports: **None**

Main Purposes of the Role

- To support development and delivery of the Domestic Abuse Information, Support and Empowerment (DAISE) Family Support project, responding to the emotional and practical needs of women and children accessing SWA projects, working within the SWA framework.
 - To assist and facilitate women using the service to make informed decisions and positive changes to their lives, to minimise risk of homelessness and enhance their future.
 - To use the self-help principle to encourage independence and empower the service user to succeed on all levels.
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Core Support Worker (SW) Responsibilities:

1. Admit new service users onto SWA projects and complete relevant project paperwork e.g. licence agreement, referral form, needs assessments etc.
2. Develop support plans in line with needs assessments for approval by Community Service Manager, 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. Support service users through the process of re-housing if/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 income and manage other financial issues, making appropriate referrals where necessary.
7. Assist and support service users to access health services, legal services, housing etc according to identified need.
8. Work with SWA staff in other projects and services and women survivor co-producers delivering services in the SWA Co-Production Centre to ensure the

smooth running of all SWA projects and a seamless service is provided for women accessing them.

9. 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 Manager/ Supported Housing Coordinators) in line with SWA policy.
10. Encourage and enable service user participation and co-production in the development of all areas of service provision, including organisational and project specific consultation processes, policy review, service review and development etc.
11. Provide and facilitate 1:1 support and group activities for women using the principle of self-help to promote and encourage independence and empowerment.
12. 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 Community Services Manager in related project administration tasks to include keeping accurate records of e.g. repairs, contacts, referrals, finance, statistical information, outcomes data etc, as required.
13. Direct and assist volunteers as appropriate.
14. Provide occasional cover for support staff in other projects/services when required and to the extent that training and skills allow.

Service/project specific SW responsibilities:

1. Participate in the development and provision of remotely based support surgeries, developing and maintaining positive relationships with key staff, volunteers and community members to maximize the reach, benefit and quality of the service(s) provided.
2. Deliver the Freedom Programme and Recovery Toolkit sessions at SWA, Swansea One Stop Shop and in other venues as required.
3. Contribute positively to the development and smooth running of the new One Stop Shop by working with key personnel to ensure consistent cover and provision of the DAISE Family Support service.
4. Work with other local specialist agencies who provide support with issues which often overlap with domestic abuse (eg substance misuse, mental health) to provide the DAISE Family Support service in a way which meets their specific needs.
5. Use delivery experience gained throughout the project to contribute to the ongoing monitoring, evaluation and project management processes, for DAISE Family Support and other services if appropriate, suggesting development opportunities where appropriate.

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 and children who are or have experienced domestic abuse.
4. Actively work in partnership with other agencies and organisations to achieve better outcomes for women and children affected by Domestic Abuse.
5. Participate in team meetings, supervision and appropriate training
6. 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.
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 Community Services 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: **Community VAWDASV Specialist (adults)**

Reports to: **Community Services Manager**

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 coproduction and how to engage survivors in productive and meaningful dialogue.
7. Ability to liaise, network and advocate.
8. Experience of managing challenging behaviour and conflict
9. Experience of working in a crisis environment.
10. Experience of group work.
11. Have or be willing to work towards a qualification in the provision of Information, Advice and Guidance.

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. An awareness of power structures between survivors and paid support staff and ability to work alongside survivors as equal partners when co-producing services.
10. Ability to work evenings and weekends as required and to participate in the organisation's 24 hour on-call rotas.

Strongly Desirable

1. Ability to speak Welsh.
2. Ability to speak another language.

Desirable

1. A full valid driving licence and use of own car for work.
2. Good understanding, experience or qualification in the following.
 - Mental health
 - Drug/Alcohol
 - Housing
 - Immigration
 - Counselling
 - Complementary Therapies
 - Child development
 - Community development
 - Co-production approaches to service delivery

PRIVATE AND CONFIDENTIAL

**SWANSEA WOMEN'S AID
APPLICATION FORM**

POST: Community VAWDASV Specialist (adults)

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 needed.

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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 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 6th October 2025**

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: Community VAWDASV Specialist (adults)

HOURS OF WORK: Part Time - 21 Hours per week. Any overtime will be compensated for by time in lieu.

SALARY: £14,064.63 per annum

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

PROBATIONARY PERIOD: Three 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 DAISE Family Support Project and will report to the Community Services Manager.

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 is required to 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 21-hour post, the maximum 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, LGBTQ+ or other ethnic minority backgrounds and people with a disability.



DAISE Family Support Project Information **(DAISE - Domestic Abuse Information, Support and Empowerment)**

Swansea Women's Aid (SWA) DAISE Family Support Project supports women and children who are experiencing or have previously experienced domestic abuse. The workers have specialist knowledge of issues relating to domestic abuse and how it can affect the lives of women and children. SWA Community VAWDASV Specialists are able to provide confidential emotional and/or practical support on an ad hoc or ongoing basis. Women can access the DAISE project through self-referral or referral by an external agency via our helpline (01792 644683).

Staff Team

The project team will consist of a Community Services Manager, 4 Community VAWDASV Specialists (adults), 2 Community VAWDASV Specialists (CYP/Families) and a Play & Activities worker (CYP/Families).

What to expect from the DAISE Family Support Project:

- ❖ We will provide women and children with a safe environment to meet with a support worker and maintain confidentiality.
- ❖ We will respect and safeguard women's rights and help them to be independent and have maximum control over their life.
- ❖ We will provide women with the support and information they need to make informed decisions about their safety and wellbeing.
- ❖ We will work alongside women to identify their key areas of need and set realistic objectives.
- ❖ We will provide sign-posting and referral to other projects/organisations where appropriate with consent.
- ❖ We will provide access to supplementary services such as The Freedom Programme, The Recovery Toolkit, Counselling, Homeopathy and Massage/Reflexology Therapy (subject to availability and waiting list).

Appointments:

Appointments are held at the SWA central office, the Swansea's Domestic Abuse One Stop Shop, within community settings or via telephone.

- ❖ Each session lasts approximately 45 minutes.

Drop-In Service:

We recognise that women may need to be seen in a crisis and therefore cannot wait for a set appointment. Our drop in service operates from Swansea Domestic Abuse One Stop Shop, 2.5 days a week.

Freedom Programme & Recovery Toolkit Programme:

The DAISE project currently runs two programmes that focus on raising awareness of domestic abuse and women's experiences, delivered through group work facilitated by DAISE workers. Women are invited to meet in a confidential group to explore their experiences and learn about the different tactics of power and control used in an abusive relationship. Women are given resources to rebuild their confidence and strategies for coping and recovering from the harmful effects of domestic abuse.

Home Visits and Telephone Support:

SWA recognises that some women may have certain issues that prevent them from accessing the service. A home visit can be offered to women with a disability, severe mental health issue or childcare issue that prevent them from being able to leave their home. The DAISE project can also arrange telephone support should a home visit not be possible and will work to address any barriers that prevent women from accessing the service.

CYP & Family Support:

The project will work with children and young people aged 5 – 18 years who have experience of domestic abuse – past or present.

The project will be delivered across the City and County of Swansea. The support available will comprise 7 key elements:

1. Age appropriate STAR programmes, delivered at SWA premises or in community venues
2. 1:1 support, provided at a time and venue chosen by the child or young person (e.g. at school, at home or in a community venue)
3. 1:1 bespoke 'whole family' support.
4. Informal advocacy where required to ensure children's rights to access other services (such as health and education) are being met

5. Rolling age appropriate play and activities programmes shaped by children and young people using the service
6. Parenting support, through 1:1 contact or group workshops
7. Specialist support for young people using abusive behaviour in their own relationships.

Co-Production:

Co-produced and delivered wrap around services will be provided by our survivor co-producer volunteers, initially using community venues and online provision and eventually from our dedicated Co-production Centre.

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 ☐	16-24 ☐	25-34 ☐	35-44 ☐	45-54 ☐
	55-64 ☐	65+ ☐			
Prefer not to state Age	☐				
2. Sex	Male ☐	Female ☐			
Prefer not to state	☐				
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.Marritial / Relationship status	Single ☐	Co habiting ☐	Engaged ☐		
	Married/civil partnership ☐	Same sex civil partnership ☐	Separated ☐		
	Divorced ☐	Widowed ☐	Prefer not to say ☐		

4.Pregnancy and Maternity

I am pregnant/adopting a child	Yes ☐	No ☐	Prefer not to say ☐
I have had a child in the past 12 months	Yes ☐	No ☐	Prefer not to say ☐

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

Bisexual	☐		
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 ☐
	<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>
	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.