

**JOB DESCRIPTION**

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| **Job Title** | **Women’s Support Practitioner (WSP)** |
| **Department** | Women’s Services Team |
| **Salary** | £24,000 FTE starting salary dependent upon experience |
| **Date Updated** | Apr 2025 |
| **Reports to** | Women’s Services Manager |

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| **Job Purpose** |
| The role will predominantly work within Stepping Stones’ main office in Luton providing specialist one to one support and delivering group programmes to vulnerable women, who are or have experienced domestic abuse.  The role will work closely with internal colleagues to coordinate access to other Stepping Stones’ services, as well as with other partner agencies to promote the service, make/receive referrals and contribute to multi agency working.  The WSP will keep records of their work and will be responsible for meeting targets and recording and reporting on outcomes for their project.  This is a 2 year contract position which may be extended subject to funding. |

| **Main Duties and Responsibilities** |
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| **One to One Support and Group Programme Delivery**   * Under the direction of the Women’s Services Manager work jointly with clients to assess their strengths/needs and agree goal orientated action plans. * Operate as a designated key worker for clients, responsible for coordinating and sequencing Stepping Stones’ (and wider) services and acting as primary point of call for clients, families and partner organisations. * Under the direction of the Women’s Services Manager, provide one to one support to clients across a range of issues e.g. drugs/alcohol, domestic abuse, social exclusion and networks, finance and debt, parenting and social care procedures, offending, housing, employment and welfare benefits. * Provide advocacy, emotional support and practical information, advice and guidance in a flexible and needs driven way to support clients to achieve their action plans. * Contribute to identifying barriers to the engagement of clients and work with colleagues and managers to overcome them where at all possible. For example, lack of privacy or the ability to attend the centre due to threats of violence. * To deliver and/or co-facilitate groups that are run within our services. * To contribute to the development of new programme material or to the review and evaluation of current material. * Ensure all work is delivered in line with Stepping Stones’ quality expectations, policies and processes. Identifying areas for development and learning to support the development of good practice. |
| **Safeguarding and Health and Safety**   * Ensure at all times when at work that safety, safeguarding of adults at risk and children and wider concerns and risks are carefully considered and managed in line with Stepping Stones’ policies. * To be alert to any potential safeguarding issues and report them in accordance with correct safeguarding procedures. * To comply at all times with Health & Safety at Work Act 1974 and Stepping Stones’ (Luton) policy. |
| **Professional Behaviour**   * To maintain professional boundaries with clients at all times, including maintaining appropriate levels of self-disclosure. * To model pro-social behaviours in all activity with clients, colleagues and external stakeholders. * To represent Stepping Stones in a professional manner at all times when at work and at external meetings or events. * To promote equality of opportunity and diversity through own work and in interactions with clients, colleagues and external stakeholders. |
| **Working in Partnership**   * Collaboratively develop appropriate referrals into the service, by raising awareness and working collaboratively with partner organisations. * To develop and maintain good, professional and proactive working relationships with local partner agencies. * To identify and directly refer clients to specialist services and support ongoing engagement with the services where required. * To contribute to multi agency meetings and share information effectively and appropriately. |
| **Recording and Monitoring**   * To record all assessments and activity with clients on agreed paper and electronic filing systems. * To respect the confidentiality of clients, ensuring all data collected is stored and used in line with client consent, policies and procedures. * To provide reports and case studies demonstrating the nature of the role, as requested. * To meet required performance targets as defined by the line manager and keep accurate records enabling us to evidence activity to funders and wider stakeholders. |
| **Working as a Team Member**   * To work flexibly as a full member of the team in relation to shared team tasks and supporting colleagues working in other areas. * To actively promote wider Stepping Stones’ services delivered by other staff members. * Proactively liaise with colleagues (both paid staff members and volunteers), including the Childcare team, to share relevant information about clients and to support clients to access wider Stepping Stones’ services. * To participate in team meetings and training, taking an active role in sharing good practice and learning. * To provide such other services as may be required from time to time in relation to the post. |

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| **Context** |
| Stepping Stones is a Luton based charity, supporting and enabling local women to transform the stumbling blocks of their lives into stepping stones. We work 1-1 and on a group basis with women (and provide Ofsted registered childcare for their children) who are vulnerable due to abuse, substance misuse, mental health, offending and/or who have involvement with Local Authority Social Care; aiming to help create healthier, happier lives for women, their families and communities.  Our work is based around values of safety, trust, empowerment, collaboration and choice. We are committed to modelling these behaviours in our work with clients as well as our interactions with partner organisations and colleagues.  The post will contribute to delivery of our services in Luton, supporting a range of projects and client groups.  The Office is open daily from 9am to 5pm Monday to Friday throughout the year with the probability to open one evening per week and Saturdays on a rota basis. |
| **Additional Information – Physical Effort and/or Working Environment** |
| Physical Effort: Normal physical effort  Working Environment: Office setting |
| **This post is classed as having a high degree of contact with children or vulnerable adults and is exempt from the Rehabilitation of Offenders Act 1974. An enhanced disclosure will be sought through the Disclosure and Barring Service as part of Stepping Stones’ employment checks and Personal Interviews will be required as part of the employment process.**  Stepping Stones (Luton) is run by women for women and is therefore restricted to women applicants under the Equality Act 2010, Schedule 9, and Part 1. |

We will consider any reasonable adjustments under the terms of the Disability Discrimination Act (1995 & 2005), to enable an applicant with a disability (as defined under the Act) to meet the requirements of the post.  
The job-holder will ensure that Stepping Stones’ policies are reflected in all aspects of their work, in particular those relating to;

1. Equal Opportunities
2. Health and Safety
3. Data Protection Act (1984 & 1998).

**PERSON SPECIFICATION – Women’s Support Practitioner**

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| **Requirements** | **Selection Criteria** | **Essential** | **Desirable** |
| **Education, Training &**  **Knowledge** | Literate and numerate, with excellent written and spoken English  Second language  Knowledge of safeguarding practice and multi-agency standards  Knowledge of Cognitive Behavioural interventions  Understanding of domestic abuse, the effects of drug/alcohol use and drivers for offending  Knowledge of social care procedures and the criminal justice system | X  X  X  X | X  X |
| **Experience** | Supporting vulnerable women or women with complex needs to overcome barriers  Experience of working collaboratively with partner agencies  Experience in using evidence-based practice to influence clients towards change  Experience of supporting people involved in child protection procedures  Experience of working on a 1-1 basis and in group work  Experience of identifying and managing safeguarding risks.  Experience with data inputting and collation including maintaining records, drafting letters and basic report writing. | X  X  X  X  X  X  X |  |
| **Skills and Abilities** | Effective listening skills  Ability to work as part of the team, but also on own initiative  Emotionally resilient – able to calmly and professionally support distressed, angry and chaotic people  Ability to communicate well and motivate others  Enthusiastic and passionate, whilst balancing this alongside appropriate professional boundaries and behaviours  Committed to Stepping Stones’ active promotion of equality and diversity and service user involvement  A ‘can do’ attitude and good time management skills; able to balance a busy caseload and competing priorities  Ability to treat people in a fair and non-judgmental way and with dignity and respect  Self-motivated with a willingness to develop own skills | X  X  X  X  X  X  X  X  X |  |
| **Other requirements** | Ability to travel periodically within Luton.  Ability to undertake some out of hours work appropriate to meet the needs of the role. | X | X |

**Terms and Conditions:**

**Length of contract:**

**Pension:** 3% employer contribution as of April 2019

**Hours:** 35 hours per week. Part time working may be possible on negotiation

**Days:** Monday – Friday.

**Place of work:** 9a George Street West, Luton, Bedfordshire

The post is subject to a 6 month probationary period and is a contract position for a period of 2 years.