

Survivors Support Service – Support Worker

Person Specification

- To have extensive experience of working with adult victims and survivors as an ISVA, counsellor, support worker, crisis worker or similar role
- Sound knowledge of issues affecting people who have experienced rape, sexual assault and/or childhood sexual abuse
- Ability to understand and manage trauma responses, with experience of using ground techniques where appropriate
- Experience of providing support over the phone, online and in person
- Good knowledge of other support services and their referral pathways, including one related to social care, mental health, housing, immigration, welfare benefits and drug and alcohol services
- Knowledge of safeguarding legislation and best practice.
- Experience of completing risk assessments and making safeguarding referrals and child protection referrals where appropriate
- Ability to work with people from diverse backgrounds and with diverse needs and identify their needs and bring in extra support where required, e.g. interpreter or translation services.
- Able to work with a client, providing them with the support, information and skills needed so they have a safe ending with the service. Excellent case management skills, enabling you to respond to many clients on a regular basis.
- Excellent record keeping skills, including maintenance and updating of records to include referral and risk assessment, subsequent risk assessment, care and safety plans and action taken, records of all longer term support provided and where known outcomes of that support and records of all onward referral to agencies or organisations.
- Knowledge of the Criminal Justice System and ability to support clients who wish to access this service in conjunction with other victim and witness services.
- Contribute to the development of the service policies, protocols, guidelines and strategies within the area of practice as required.
- To be able to develop and maintain effective communication systems with key partners including the police, CPS, court service, social services, education, primary care trust (mental and sexual health), Victim Support, Witness Service, voluntary sector organisations, CAF/CASS.
- To be able to travel around the County and be flexible as to working some unsociable hours, when necessary, in order to provide the service set out above.
- To be already accessing or be willing to access clinical supervision, in order to remain safe and well while working in this role.
- To be flexible and open to new ideas, initiatives and change.
- To undertake relevant training appropriate to the role. This may include completion of an ISVA accredited program