



**NOTTINGHAMSHIRE SEXUAL VIOLENCE SUPPORT SERVICES**

**Job Description**

<b>Issue Date:</b>	August 2019
<b>Job Title:</b>	<b>East Midlands Children and Young Peoples Sexual Assault Service Crisis Worker - Fixed term for 18 months (with possible extension)</b>
<b>Pay:</b>	<b>£20,344 pro-rata (pay scale 9) for hours worked £35.00 per on-call shift worked</b>
<b>Hours:</b>	20 hours per week. Minimum of 3 fixed shifts per week, including 1 weekend day plus 1 Night On –Call.
<b>Responsible to:</b>	NSVSS Paediatric Support Services Manager
<b>Accountable to:</b>	Chief Executive Officer, Nottinghamshire Sexual Violence Support Services (NSVSS)

**Working Relationships:**

Nottinghamshire Sexual Violence Support Services colleagues, Sexual Offences Examiner, Paediatricians, SARC Manager, Children and Young Peoples Independent Sexual Violence Advisor, other SARC team colleagues, Therapeutic Support Workers, Police Officers and other agencies and organisations.

**Crisis Worker Role Description**

**Main Purpose of the Crisis Worker Role:**

1. The crisis worker works as part of the initial response team of clinicians, forensic physicians, police officers and EMCYPSAS management team to deliver a high standard of service for clients referred to EMCYPSAS by the Police or who self-refer.
2. The crisis worker will provide telephone information and support, assist the administration and management process of a client visiting EMCYPSAS including assisting in the collecting of forensic evidence, supporting the use of the colposcope and medical care, providing advocacy support for the client for clients attending for a forensic medical examination or video recording interview and those clients calling the helpline who have been affected by sexual violence.

3. The crisis worker will provide the initial support to the client and will implement the appropriate processes to ensure that the clients holistic needs are met. The crisis worker will also complete the referrals to appropriate local services such as CHISVA.
4. Crisis workers are responsible for thorough cleaning of the forensic suites prior to and following a forensic medical examination. Crisis workers work to the forensic regulators guidelines in order to ensure that high standards of cleaning are achieved in order to assist in maintaining the forensic integrity of the evidence collated at EMCYPSAS ensuring a high standard of DNA decontamination between forensic cases.
5. To be involved in service promotion and establishing of referral pathways.
6. To ensure that Equality and Diversity is at the centre of EMCYPSAS and EMCYPSAS is responsive to and meets the needs of all clients.

**Key Tasks and Responsibilities:**

1. To ensure that the crisis worker has an up to date knowledge regarding sexual violence to enable the best possible information to be given and appropriate signposting or onward referrals are made to other services.
2. To coordinate the provision of 24/7/365 EMCYPSAS activities providing administration tasks and coordination of referral pathways for clients accessing EMCYPSAS.
3. To provide cover for EMCYPSAS helpline and Email contacts, answering calls and responding to Emails, acting as a first point of contact, providing specialist information and support on topics relating to sexual violence to clients, families and carers and professionals who call the helpline or send Emails and responding to the needs of clients who self-refer.
4. To offer a welcoming environment to all clients and visitors upon their arrival at EMCYPSAS providing sensitive and non-judgmental support to all EMCYPSAS clients and their families and carers providing an empathetic, client-centered, holistic and empowering response.
5. To offer telephone support to EMCYPSAS clients where required providing information to enable clients to make informed decisions in relation to the self-referral option, medical care, forensic examination, making a police report and onward referrals.
6. To maintain coherent and comprehensive records on all contacts, calls and Emails taken, ensuring all contacts information is accurately captured in line with the Data Protection Act and that records and data is input onto the electronic system maintaining appropriate client confidentiality at all times. Crisis workers must observe the strictest confidence with regard to any client information that they may have access to, or accidentally gain knowledge of, in the course of their duties.
7. To develop a rapport with the client to establish feelings of trust and demonstrate skills in active listening.

8. To offer information to enable informed decisions to be made in relation to medical care, forensic examination, psychosocial care and supporting a criminal prosecution using effective communication skills.
9. To holistically assess the client's needs, gain consent from the client and make onward referrals to appropriate services.
10. To effectively assess clients risk and needs and devise safety and support plans with all clients who access EMCYPSAS.
11. To follow safeguarding policy and procedure, ensuring that clients are referred to appropriate safeguarding agencies and that internal reporting procedures are followed in partnership with the multi-disciplinary team.
12. To advocate on behalf of clients, supporting clients in liaising with statutory and voluntary agencies, to ensure their needs are met, liaising with clients and arranging appointments and follow ups and responding to queries.
13. To work within a multi-disciplinary team and setting, liaising with a wide range of services and providing support to each other, attending multi disciplinary team meetings as required and striving towards achieving the best possible outcome for clients.
14. To maintain up to date and coherent case files, ensuring client's files and databases are updated regularly.
15. To build and sustain excellent working relationships with key partners and referral agencies.
16. To promote EMCYPSAS to other agencies.
17. To ensure that Equality and Diversity is at the center of EMCYPSAS and is responsive to and meets the needs of all clients.
18. To support access to interpreters in all cases where clients need or wish for an interpreter to aid communication.
19. To ensure all clients feel welcomed by EMCYPSAS, feeling confident that their needs will be met.
20. To have a non-judgmental and inclusive approach to working with clients from diverse backgrounds.
21. To provide a DNA sample and be included on the voluntary DNA elimination database.
22. To provide support to the clinician performing the forensic examination and collection of samples, assisting in the examination including use of the colposcope and supporting any needs of the client within the examination.

23. To complete forensic cleaning and cleaning records to the forensic regulator standards to ensure a high standard of DNA decontamination of the forensic suites to minimise risk of DNA contamination.
24. To support non acute client appointments including video recording interviews if required.
25. To support examinations in outreach settings where appropriate.
26. To liaise with EMCYPSAS multi-disciplinary team, ensuring professional hand over of cases as required.
27. To ensure a safe environment for clients and colleagues by adopting a risk management culture and ensuring that risks to the systems, processes and environment are identified and reported for inclusion within the risk register and to report all incidents or accidents including any near misses or unsafe occurrences as laid down within the Clinical Governance Policy.
28. To attend team meetings, clinical supervision, monthly appraisals, undertake reflective practice and complete mandatory training as required.
29. To be familiar with the defibrillation protocol, anaphylaxis protocol and with the resuscitation equipment and to carry out basic life support, when required.
30. To ensure all actions undertaken are consistent with client's wishes whilst complying with all EMCYPSAS /NSVSS Policies and Procedures.
31. To make reference to, implement and comply with all EMCYPSAS /NSVSS Policies and Procedures and to update working practices with any changes.
32. To wear a name badge at all times while on duty.
33. To complete stocktaking, restocking and ordering of stock.
34. To observe the Health Act 2006 (Hygiene code), and ensure that this is understood and implemented in the prevention and control of infection.
35. To actively contribute to the values, principles, and ethos of NSVSS and models of best practice for working within EMCYPSAS.
36. To undertake other related duties that the Manager deems appropriate and necessary.
37. To contribute to the 24/7/365 Crisis Workers Rota working to the allocated shift pattern based on the number of shifts contracted for.
38. To work as part of a team and be flexible with the Rota being considerate to others and supporting colleagues. In addition to contracted shifts crisis workers must provide a commitment to cover a fair share of cover for crisis workers annual leave and other absences

and bank holidays. Crisis workers must offer additional shifts to cover these absences, and these shifts will be additional shifts worked during this period and will attract additional payment.

39. To demonstrate energy, drive and enthusiasm for the role and positive working behaviour is at all times.
40. To meet deadlines and deliver on all objectives set.
41. To demonstrate the highest level of accountability through their working.

**Whilst every endeavor has been made to outline the duties and responsibilities of the post, these duties are not exhaustive.**