



Person Specification – Crisis Support Worker

(A=Application; C = Certificate; I=Interview; R=Reference; T=Test)

Categories	Essential	Desirable	How Identified
Qualifications, Knowledge & Training	<ul style="list-style-type: none"> • Evidence of extensive professional experience working with CYP including experience in safeguarding in a CYP environment • To have attended CYP safeguarding training (face-to-face/online) in the last 2 year's and have clear understanding of safeguarding issues, policies and procedures • In-depth knowledge of issues experienced by children and young people and in particular in relation to sexual violence and the barriers they may experience in accessing services • Evidence of relevant continued professional development • A commitment to upholding the policies, procedures and values of NSVSS and in particular, a commitment to ensuring Equality of Opportunities in all areas of practice and performance 	<ul style="list-style-type: none"> • A counselling qualification to a minimum of Diploma level and/or DipSW or equivalent • Recent face to face attendance at other relevant CYP safeguarding training. CSE, CSA etc. • Youth Work qualification • Appointed Safeguarding lead • An understanding of the nature of the Sexual Assault Referral Centre service • Knowledge and understanding of the options available to clients who are experiencing sexual violence; 	A,C,I

		including up to date knowledge of relevant laws and legislations	
Experience	<ul style="list-style-type: none"> • Experience of supporting clients by providing information and/or support work and completing holistic risk and needs assessments and making safeguarding referrals • Experience of organising and prioritising a complex workload, working to tight deadlines and being self-servicing in administrative duties • Experience of working in a multi-agency setting and partnerships working with a wide range of statutory and voluntary agencies • Experience of communicating clearly, concisely and diplomatically with a wide range of people and agencies, both verbally via telephone, face-to-face, professional's meetings etc. and in writing via briefings, reports, letter writing, email etc. 	<ul style="list-style-type: none"> • Experience of working within an organisation that deals with the impact of sexual violence • Experience of working on a helpline 	A, I, T
Skills & Abilities	<ul style="list-style-type: none"> • Excellent information sharing and support skills, both on the telephone and in person in a client focused approach • Good analytical and problem solving skills with the ability to identify and prioritise needs and risk and translate these into action, including the ability to risk assess and safety plan • Ability to maintain coherent and accurate case notes and be self-servicing in relation to administration and ICT • Willingness to work flexibly and be part of a Rota • Excellent interpersonal skills 	<ul style="list-style-type: none"> • Recognised IT qualifications e.g. CLAIT/ECDL/NVQ Level 3 in Administration 	A, I, R

	<ul style="list-style-type: none"> • Working professionally and ethically with varied and changing caseload 		
<p>Personnel Attributes</p>	<ul style="list-style-type: none"> • Ability to meet and exceed quality standards in relation to every aspect of the work • Ability to take all possible steps to ensure the safety and confidentiality of clients, staff and partners • Ability to work well under pressure and sometimes chaotic environment • Ability to cope with exposure to traumatic events and information • Well organised, highly motivated, flexible and punctual • Ability to value and respect other team members • Ability to be self-reflective, whilst working with service users, in own personal and professional development and in supervision 	<ul style="list-style-type: none"> • Fluent in languages other than English 	<p>A,I,R</p>