



**Person Specification – Crisis Support Worker**

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

Categories	Essential	Desirable	How Identified
<b>Qualifications, Knowledge &amp; Training</b>	<ul style="list-style-type: none"> <li>• Evidence of extensive professional experience working with CYP including experience in safeguarding in a CYP environment</li> <li>• 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</li> <li>• 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</li> <li>• Evidence of relevant continued professional development</li> <li>• 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</li> </ul>	<ul style="list-style-type: none"> <li>• A counselling qualification to a minimum of Diploma level and/or DipSW or equivalent</li> <li>• Recent face to face attendance at other relevant CYP safeguarding training. CSE, CSA etc.</li> <li>• Youth Work qualification</li> <li>• Appointed Safeguarding lead</li> <li>• An understanding of the nature of the Sexual Assault Referral Centre service</li> <li>• Knowledge and understanding of the options available to clients who are experiencing sexual violence;</li> </ul>	A,C,I

		including up to date knowledge of relevant laws and legislations	
<b>Experience</b>	<ul style="list-style-type: none"> <li>• Experience of supporting clients by providing information and/or support work and completing holistic risk and needs assessments and making safeguarding referrals</li> <li>• Experience of organising and prioritising a complex workload, working to tight deadlines and being self-servicing in administrative duties</li> <li>• Experience of working in a multi-agency setting and partnerships working with a wide range of statutory and voluntary agencies</li> <li>• 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.</li> </ul>	<ul style="list-style-type: none"> <li>• Experience of working within an organisation that deals with the impact of sexual violence</li> <li>• Experience of working on a helpline</li> </ul>	A, I, T
<b>Skills &amp; Abilities</b>	<ul style="list-style-type: none"> <li>• Excellent information sharing and support skills, both on the telephone and in person in a client focused approach</li> <li>• 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</li> <li>• Ability to maintain coherent and accurate case notes and be self-servicing in relation to administration and ICT</li> <li>• Willingness to work flexibly and be part of a Rota</li> <li>• Excellent interpersonal skills</li> </ul>	<ul style="list-style-type: none"> <li>• Recognised IT qualifications e.g. CLAIT/ECDL/NVQ Level 3 in Administration</li> </ul>	A, I, R

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