



**NOTTINGHAMSHIRE SEXUAL VIOLENCE SUPPORT SERVICES**

**Job Description**

<b>Issue Date:</b>	July 2024
<b>Job Title:</b>	East Midlands Children and Young Peoples Sexual Assault Service Crisis Support Worker
<b>Hours:</b>	30 - 40 hours per week worked over 4 days.  Shifts are on a Rota basis and include:  Monday - Sunday: <ul style="list-style-type: none"><li>• 09:30-21:30 pm Mon-Sunday (homebased)</li><li>• 08:30am-18:30pm Monday-Friday (QMC Based)</li><li>• 08:30-17:00pm Saturday- Sunday (QMC and Homebased)</li><li>• Sleeping overnight on-call 21:30 - 08:30am (homebased)</li></ul>
<b>Salary:</b>	FTE £25,988 pro-rata for hours worked, with an additional £35.00 per on-call shift covered, with yearly cost of living increase (if applicable)
<b>Responsible to:</b>	Senior Crisis Support Worker and Operations Manager and Contract Lead
<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, EMCYPSAS Nurse Manager, Clinical Nurse Specialists, Children and Young Peoples Independent Sexual Violence Advisor, other EMCYPSAS team colleagues, Therapeutic Support Workers, Police Officers and other agencies and organisations.

**Crisis Support Worker Role Description**

### **Main Purpose of the Crisis Support Worker (CSW) Role:**

1. The CSW 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 CSW will provide telephone information and support, assist the administration and management process of a client visiting EMCYPSAS, 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 CSW will provide the initial support to the client and will implement the appropriate processes to ensure that the clients holistic needs are met. The CSW will also complete the referrals to appropriate local services such as CHISVA.
4. CSW are responsible for thorough cleaning of the forensic suites following a forensic medical examination. CSW 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. During the supernumerary period there is a requirement for CSW to successfully complete a competency package relating to the key tasks they will be delivering.
6. To work alongside NUHT colleagues in service promotion and establishment of referral pathways.
7. 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 CSW has 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, 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, 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. CSW must observe the strictest confidence regarding 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 forensic examination,

- psychosocial care and supporting a criminal prosecution using effective communication skills.
9. CSW works alongside and communicates with the multi-disciplinary team to assess risk, gain consent, and make onward referrals to appropriate services.
  10. CSW works alongside and communicates with the multi-disciplinary team to effectively assess client's risk and needs and devise safety and support plans with all clients who access EMCYPSAS.
  11. To be up to date with and follow safeguarding policies 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. To attend NUHT safeguarding supervision quarterly.
  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 if requested to do so.
  22. 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.
  23. To support examinations in outreach settings where appropriate.
  24. To liaise with EMCYPSAS multi-disciplinary team, ensuring professional hand over of cases as required.
  25. 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 to NUHT.
  26. To attend team meetings, clinical supervision, monthly appraisals, undertake reflective practice and complete mandatory training as required.
  27. CSW will attend the local NUHT induction training and will be provided with practical face to face basic life support training in order that CSW are familiar with the defibrillation protocol, anaphylaxis protocol and with the resuscitation equipment and to conduct basic life support, when required.
  28. To ensure all actions undertaken are consistent with client's wishes whilst complying with all EMCYPSAS/NSVSS Policies and Procedures.
  29. To refer to, implement and comply with all NUHT/NSVSS Policies and Procedures and to update working practices with any changes.
  30. Wear the provided uniform and always wear a name badge while on duty.

31. To adhere to NUHT infection prevention control policies and procedures and ensure that this is understood and implemented in the prevention and control of infection.
32. To actively contribute to the values, principles, and ethos of NUHT values and behaviours and models of best practice for working within EMCYPSAS.
33. To undertake other related duties that the Manager deems appropriate and necessary.
34. To contribute to the 24/7/365 CSW Rota working to the allocated shift pattern based on the number of shifts contracted for and volunteer for extra shifts/on-calls to cover gaps in the Rota, as necessary.
35. 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 CSW must provide a commitment to cover a fair share of cover for CSW annual leave and other absences and bank holidays. CSW must offer additional shifts to cover these absences, and these shifts will be additional shifts worked during this period and will attract additional payment.
36. To demonstrate energy, drive and enthusiasm for the role and positive working behaviour at all times.
37. To meet deadlines and deliver on all objectives set.
38. 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.**