

JOB DESCRIPTION

DATE DATE:	August 2024
JOB TITLE:	Hub Support Worker
PAY:	€25,100 per annum (gross rate)
HOURS:	22.5 hours per week
RESPONSIBLE TO:	Hub/HelpLine Coordinator
ACCOUNTABLE TO:	CEO and Operations Manager and Contract Lead
WORKING RELATIONSHIPS:	CEO, Senior Management Team, Support Workers, Counsellors, Volunteer Counsellors, Volunteer Support Workers, IVAs and Admin staff
MAIN PURPOSE:	To support the functioning of the Sexual Violence and Abuse Hub

Major Tasks	Role
5. Job Purpose	<ul style="list-style-type: none"> To assist in establishing and modeling good practice in the support of survivors of sexual violence in the Hub. To ensure that the support provided to survivors in the Hub is safe and ethical and consistently delivered to a high standard in accordance with Nasta 2022's policies and procedures, and in accordance with SACF's Ethical Framework for Good Practice To action any safeguarding matters and report the same to the Hub Coordinator for ongoing management. To support the Hub Coordinator in the day-to-day course of their work and follow instructions/direction from the Hub Coordinator. To assist in processing incoming referrals (including associated paperwork and data entry onto DPM) in a timely manner. To assist in booking Hub and Clinical Assessments (including accurate entry on booking system and organisation monitoring system in a timely manner) and submitting all outgoing communications to clients accurately and confidentially in this regard. To complete Hub Assessments and Risk Management plans. To participate in the delivery of Group Work Programmes, including recruitment of course participants from organisational database and the delivery of the programmes. To conduct emotional support calls, both incoming and outgoing (including associated recording of activity on organisational data systems). To record and monitor all activities across organisational databases and data systems.