

## JOB DESCRIPTION

**ISSUE DATE:** August 2024

**JOB TITLE:** Hub Support Worker

**PAY** £25,519 per annum (pro rata)

**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, ISVAs and Admin staff

**MAIN PURPOSE:** To support the functioning of the Sexual Violence and Abuse Hub

<b>Major Tasks:</b>	<b>Role:</b>
<b>1. Job Purpose</b>	<ul style="list-style-type: none"><li>• To assist in establishing and modelling good practice in the support of survivors of sexual violence in the Hub.</li><li>• 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 Notts SVSS's policies and procedures, and in accordance with BACP's Ethical Framework for Good Practice</li><li>• To action any safeguarding matters and report the same to the Hub Coordinator for ongoing management.</li><li>• To support the Hub Coordinator in the day-to-day course of their work and follow instructions/direction from the Hub Coordinator.</li><li>• To assist in processing incoming referrals (including associated paperwork and data entry onto DPMS system) in a timely manner.</li><li>• 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.</li><li>• To complete Hub Assessments and Risk Management plans.</li><li>• To participate in the delivery of Group Work Programme, including recruitment of course participants from organisational database and the delivery of the programme.</li><li>• To conduct emotional support calls, both incoming and outgoing (including associated recording of activity on organisational data systems).</li><li>• To record and monitor all activities across organisational databases and data systems.</li></ul>

	<ul style="list-style-type: none"> <li>• To ensure that all incoming contacts/enquiries (whether from other professionals or members of the public) are dealt with and recorded in a timely, effective and professional manner.</li> <li>• To keep statistical information and accurate confidential records of all calls and contacts; including accurate recording of all Hub activity on the DPMS system.</li> <li>• To work with and under supervision of the Hub Coordinator in developing a service that is culturally sensitive, equitable, accessible and effective.</li> <li>• To adhere to all organisational Policies &amp; Procedures.</li> </ul>
<b>2. Education and Outreach</b>	<ul style="list-style-type: none"> <li>• To assist in developing and maintaining links with appropriate organisations both locally and nationally.</li> <li>• To distribute publicity and educational material as required.</li> </ul>
<b>3. General</b>	<ul style="list-style-type: none"> <li>• To assist in dealing with general enquiries to the Hub (includes some evening and occasional weekend working to cover the Rota)</li> <li>• All staff are expected to maintain high standards of customer care in context of the Notts SVSS policies and guidelines to uphold Equal, Diversity and Inclusion Policy, Confidentiality and Health &amp; Safety standards.</li> </ul>
<b>4. Personal Management</b>	<ul style="list-style-type: none"> <li>• To be aware of and work in line with Notts SVSS's policies and procedures.</li> <li>• To ensure the accurate reporting and recording of accidents and incidents as required by Notts SVSS.</li> <li>• To participate in Notts SVSS's appraisal, 1-2-1 and clinical supervision process.</li> <li>• To attend training as required to update knowledge and skills as part of ongoing professional development.</li> <li>• To work as part of a team and be flexible as and when required (some weekend work may be required at times to cover sickness or leave)</li> <li>• To undertake personal responsibility under the Health and Safety at Work Act 1974</li> <li>• Maintain a healthy work/life balance, taking responsibility for scheduling time off and managing own workload and time pressures</li> </ul>

**This Job Description is a broad outline only, allowing scope for initiative in improving care to complaints accessing Notts SVSS. This Job Description will be reviewed on a regular basis.**

#### **Health & Safety**

It is the responsibility of all employees to work with managers to achieve a healthy and safe environment, and to take reasonable care of themselves and others. Specific individual responsibilities for Health & Safety will be outlined under key responsibilities for the post.

#### **Equality & Diversity**

It is the responsibility of all employees to support NSVSS's vision of promoting a positive approach to diversity and equality of opportunity, to eliminate discrimination and disadvantage in service delivery and employment, and to manage, support or comply through the implementation of the Nottingham Rape Crisis Centre Equal Opportunities Policy.

### **Sex Discrimination Act (Sections 7(2)b and 7(2)e**

As the post predominately involves the management of female young people who have been sexually assaulted it is a genuine occupational qualification under the Sex Discrimination Act, sections 7(2) b and 7(2) e that the post holder may only be female.

### **Data Protection Act 1998**

Under provision of the Act, it is the responsibility of each member of staff to ensure that all data, whether computerized or manual, is kept secure at all times. This includes data relating to clients and other members of staff. Data must not be disclosed to any unauthorized person and must be regarded as strictly confidential at all times. Failure to adhere to this instruction will be regarded as serious misconduct and could lead to dismissal.

### **Confidentiality**

The jobholder will be in possession of personal details of staff and clients and other confidential information. This must not be discussed or divulged to any unauthorized person. Any such instance would result in dismissal.

### **Rehabilitation of Offenders Act 1974**

This post is subject to an exception order under the provisions of the Rehabilitation of Offenders Act 1974. This stipulates that all previous convictions, including those that are 'spent' must be declared. Previous convictions will not necessarily preclude an individual from employment within NSVSS but must be declared in writing at the appropriate stage during the recruitment process.

All of the above activities are governed by the operational policies and procedures and standards of Notts SVSS as well as legislation and professional standards and guidelines.

As a term of your employment with Notts SVSS, you may be required to undertake such other duties commensurate with your grade and/or hours of work at your initial place of work or at any of Notts SVSS's establishments, as may reasonably be required of you.

NOTE: This is a description of the job as it is presently constituted. It is the practice of the Notts SVSS to regularly examine employees' job descriptions and to update them to ensure that they relate to the job as then being performed, or to incorporate whatever changes are being proposed. This procedure is jointly conducted by the manager and the Management Committee. You will, therefore, be expected to participate fully in such discussions and, in connection with them, to re-write your job description to bring it up to date if this is considered necessary or desirable. It is the Notts SVSS's aim to reach agreement on reasonable changes, but if agreement is not possible Notts SVSS reserves the right to insist on changes to your job description after consultation with you.

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