

JOB DESCRIPTION

ISSUE DATE:	August 2024
JOB TITLE:	Hub Support Worker
PAY	£25,519 pro-rata
HOURS	22.5 hours per week
RESPONSIBLE TO:	Hub Coordinator
ACCOUNTABLE TO:	CEO and Operations Manager and Contract Lead
WORKING RELATIONSHIPS:	CEO, Senior Management Team, Senior Hub Support Worker, Hub Support Workers, Counsellors, Volunteer Counsellors, Volunteer Support Workers, ISVAs and Admin staff

Job Purpose Summary: To offer practical support to survivors who are aged 18 years or above and have experienced sexual violence/abuse. To work within a multi-agency setting to assist survivors to access appropriate support such as housing, benefits, health services etc.

To support those who wish to report to Police, through the criminal justice process, including liaising with the Police and any other criminal justice agency.

Main Duties and Responsibilities:	
1. Job Purpose	<ol style="list-style-type: none">1. To support survivors attending Peer Support Groups.2. To conduct risk and needs assessments, care, support and safety plans and action taken, record accurately all support provided and where known, the outcomes of that support, and record all onward referrals to agencies or organisations3. To undertake effective signposting and referrals to facilitate appropriate support for each survivor as necessary4. Provide face to face, online and telephone support (non-therapeutic) to survivors and their supporters where appropriate5. To keep accurate and confidential records of all contacts with survivors and relevant agencies involved in the support of the survivor in line with NSVSS's relevant policies and Data Protection/GDPR legislation6. To help survivors develop their own support network7. To consider child protection issues when engaging with survivors especially those assaulted in a domestic setting, and follow child

	<p>protection policies and procedures.</p> <p>8. To support survivors through the criminal justice system.</p> <p>9. To support the survivors during the trial phase in conjunction with other victim and witness services.</p> <p>10. To liaise with the Police/CPS on behalf of the survivor, with the survivors consent and adhering to the confidentiality policy in relation to the release of information.</p> <p>11. To participate as required in special measures arrangements with the Police, CPS and Witness Support.</p> <p>12. To understand and support the need for some survivors to access special measures to give their best evidence at trial.</p>
2. Education and Outreach	<ul style="list-style-type: none"> • To assist in developing and maintaining links with appropriate organisations both locally and nationally • To distribute publicity and educational material as required
3. General	<ul style="list-style-type: none"> • To assist in dealing with general enquiries to the Hub • All staff are expected to maintain high standards of customer care in context of the Notts SVSS policies and guidelines to uphold Equal Opportunities Policy, Confidentiality and Health & Safety standards
4. Personal Management	<ul style="list-style-type: none"> • To be aware of Notts SVSS's policies and procedures • To ensure the accurate reporting and recording of accidents and incidents as required by Notts SVSS • To participate in Notts SVSS's appraisal and supervision process • To attend training as required to update knowledge and skills as part of ongoing professional development • 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) • To undertake personal responsibility under the Health and Safety at Work Act 1974 • Maintain a healthy work/life balance, taking responsibility for scheduling time off and managing own workload and time pressures

This job description is a broad outline only, allowing scope for initiative in improving services and general operation of Notts SVS Services. This JD 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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