



NOTTINGHAMSHIRE SEXUAL VIOLENCE SUPPORT SERVICES

Job Description

Issue Date:	June 2026
Job Title:	SVVA Support Worker
Responsible to:	SVVA Manager & Senior SVVA
Accountable to:	CEO and Operations Manager & Contracts Lead

Working Relationships:

CEO, Senior Management Team, Support Workers, Counsellors, Volunteer Counsellors, Volunteer Support Workers, SVVAs and Admin staff

SVVA Support Worker Role Description

Main Purpose of the SVVA Support Worker Role:

- To assist in establishing and modelling good practice in the support of survivors of sexual violence.
- To ensure that the support provided to survivors is safe and ethical and consistently delivered to a high standard in accordance with Notts SVSS's policies and procedures, and in accordance with SVSS service accreditation.
- Plan and provide appropriate support to survivors of sexual violence/abuse.
- To undertake risk and needs assessments and support plans
- To action any safeguarding/risk management matters
- To work alongside other agencies, offering a wraparound support package
- Refer/signpost to other specialist services.
- To assist in processing incoming referrals (including associated paperwork and data entry onto CPMS system) in a timely manner
- To support triaging waiting list and to undertake regular survivor check ins
- To adhere to all Policies & Procedures.
- To assist with referral management
- To ensure that all incoming contacts/inquiries (whether from other professionals or members of the public) are dealt with in a timely, effective and professional manner
- To keep statistical information and accurate confidential records of all calls and contacts, including accurate recording of all activity on the CPMS system
- Maintain strict confidentiality and ensure that professional boundaries are adhered to when working with survivors, staff and external agencies.