



NOTTINGHAMSHIRE SEXUAL VIOLENCE SUPPORT SERVICES

Job Description

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

Working Relationships:

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

ISVA Support Worker Role Description

Main Purpose of the ISVA 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 ISVA 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 DPMS 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/enquiries (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 DPMS system
- Maintain strict confidentiality and ensure that professional boundaries are adhered to when working with survivors, staff and external agencies.

- To work with and under supervision of the ISVA manager and Senior ISVA in developing a service that is culturally sensitive, equitable, accessible, and effective.
- To assist case administrator with administration duties (including obtaining stats and data)
- Ensure sensitive information complies with GDPR

Education and Outreach:

- To assist in developing and maintaining links with appropriate organisations both locally and nationally
- To distribute publicity and educational material as required
- To support the delivery of training, education and discussion about sexual violence and its effects on the victim/survivor, whether physical, medical, psychological, or social

Personal Management:

- To be aware of and work in line with 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
- 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

Education and Outreach:

Whilst every endeavor has been made to outline the duties and responsibilities of the post, these duties are not exhaustive.

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, and Inclusion

Notts SVSS are committed to providing a positive and inclusive environment for all colleagues, clients and stakeholders. All employees are responsible for supporting this by advancing equality

of opportunity, embracing diversity, and eliminating discrimination and disadvantages in both service delivery and employment.

Employees are expected to actively contribute to these principles by:

- Supporting the implementation of the organisational Equality, Diversity, and Inclusion Policy and other related policies
- Attending in-house EDI training and events
- Managing, supporting, or complying with initiatives and practices that foster an equitable and inclusive workplace.
- Responding to EDI needs as they arise and feeding into the ongoing development of this work
- Demonstrating respect and understanding for the diverse needs of colleagues, clients, and stakeholders

Data Protection and Confidentiality

As part of your role, you are required to comply with the Data Protection Act 2018. You must:

Ensure that all personal data, whether electronic or manual, is handled securely and in accordance with the organisation's data protection policy.

Treat personal data relating to clients, colleagues, or others as strictly confidential, accessing and processing it only when authorised and for legitimate purposes.

Prevent unauthorised access, disclosure, loss, or theft of personal data.

Failure to comply with these obligations may be considered serious misconduct and could result in disciplinary action, including 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 Notts SVS Services but must be declared in writing at the appropriate stage during the recruitment process.

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

As a term of your employment with Notts SVS Services, 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 the Notts SVS Services' 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 Notts SVS Services 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. You will, therefore, be expected to participate fully in such discussions and, in connection with them, to assist in the re-writing of your job description to bring it up to date if this is considered necessary or desirable. It is Notts SVS Services' aim to reach agreement on reasonable changes, but if agreement is not possible Notts SVS Services reserves the right to insist on changes to your job description after consultation with you.

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