

## Job Description

**Job title:** Sexual Violence Support Worker (ISVA service)

Post Subject to Enhanced DBS and Police Vetting

**Scale:** £20,695 pro-rotta

**Hours:** 18.5 hours

**Contract:** Permanent

**Responsible For:** No staff

**Responsible to:** Sexual Violence Service Manager

### Main Purposes

1. To provide pro-active services to victims of rape and sexual assault.
2. To respond to and process new referrals into the ISVA/CHISVA service
3. To undertake initial assessments, risk and needs assessments with clients following their initial referral into ISVA/CHISVA services
4. Support with case closures, evaluation and data monitoring
5. To work within a multi-agency setting to ensure all agencies carry out their responsibilities to keep people safe.
6. To ensure accurate record-keeping and collection of data for monitoring purposes, completion of monitoring reports and to provide statistical information for evaluation purposes as required
7. To undertake regular welfare calls for clients waiting for allocation to an ISVA
8. To ensure standards are maintained for the purposes of ISVA accreditation alongside providing quality service to the service-users.
9. To ensure that work undertaken is in line with to best practice guidelines and work in accordance to the FreeVA's policies and procedures.

### Main Duties

- a) Provide pro-active services and advice to victims of rape and sexual assault to keep them and their children safe.
- b) Ensure that referrals to the ISVA/CHISVA service are processed, assessing needs and vulnerabilities and initial safety planning; prioritising cases with identified high risk factors.
- c) To support the team to complete risk assessments and deliver service in keeping with the result.

- d) To ensure that all relevant client files and associated forms are completed accurately and inputted on the database during each shift
- e) To support the team with safety planning with clients to secure practical safety measures.
- f) Ensure that clients get the services to which they are entitled ensuring all services are explained clearly to them.
- g) Understand the legal framework relating to the protection of children including the policy and procedures of the Local Safeguarding Children's Board.
- h) Help clients develop own support network.
- i) Refer on and arrange meetings with other agencies/services as necessary, for instance, health, counselling, other UAVA services.
- j) Maintain and update client records by using the OASIS database to record all support activity.
- k) Evaluate the impact of the support on increased reporting and repeat victimisation on a regular basis, using a variety of methods.
- l) Follow procedures and protocols with other services so that the safety of the clients is kept central to any process.
- m) Refer difficult cases as appropriate to ISVA Team Leader and contribute to efforts to improve procedures and services.
- n) Note and feedback to other agencies any consistent difficulties clients are having accessing their service.
- o) To support the team to develop individual safety plans to meet individual risks client faces and help client develop own support network.
- p) To promote and develop the service in accordance with FreeVA's policies, procedures and ethos and to liaise with other agencies as appropriate.
- q) Keep clear, accurate records of all calls.
- r) Collect data for monitoring purposes and ensure all data are recorded onto the database.
- s) To undertake such other duties as may be required by Management from time to time, but which will be consistent with the role.
- t) To attend regular line management with the ISVA Team Leader, participate in team meetings and peer review
- u) Be committed to personal and professional development and undertake relevant training as appropriate.
- v) Conduct all work in a way, which reflects the aims and principles of FreeVA and promotes anti-oppressive practice.

**Person Specification**

| Area  | Criteria   |
|---|--|
| <p style="text-align: center;"><b>Education and Training</b></p>      | <p><b>Essential</b></p> <ul style="list-style-type: none"> <li>• A degree or recognised professional qualification in a related field (or alternatively substantial relevant experience)</li> </ul> <p><b>Desirable</b></p> <ul style="list-style-type: none"> <li>• A relevant professional qualification such as CQSW, Diploma in Counselling</li> </ul>   |
| <p style="text-align: center;"><b>Work Experience / Knowledge</b></p> | <p><b>Essential</b></p> <ul style="list-style-type: none"> <li>• Basic awareness and understanding of sexual violence issues and the needs of clients affected by it.</li> <li>• Basic knowledge and understanding of safeguarding children and vulnerable adults.</li> <li>• Experience of working with and supporting vulnerable young people with complex needs.</li> <li>• Knowledge and understanding of technology, internet and social media safety.</li> <li>• Knowledge and understanding of domestic abuse and promoting healthy relationships.</li> <li>• Sound knowledge and understanding of local services and agencies, their referral pathways and protocols.</li> <li>• Active listening skills.</li> <li>• Good verbal and written communication skills including IT.</li> <li>• Ability to work independently and as part of a team.</li> <li>• An understanding of anti-discriminatory working practices.</li> <li>• Capability to organise workload and respond effectively to unplanned demands.</li> <li>• Availability to work collaboratively with other agencies on behalf of the client.</li> </ul> <p><b>Desirable</b></p> <ul style="list-style-type: none"> <li>• Understanding of the Victims Code of Practice</li> <li>• Knowledge of Multi Agency Risk Assessment Conferences (MARAC).</li> <li>• Experience of working within drugs, alcohol, mental health and immigration issues.</li> </ul> |

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| <p><b>Personal Attributes</b></p> | <p><b><i>Essential</i></b></p> <ul style="list-style-type: none"> <li>• Demonstrable crisis management skills and proven case management skills</li> <li>• Empathetic for victims of sexual violence and a desire to work alongside them to assist in their recovery</li> <li>• Motivated and enthusiastic; and proven ability to work in a busy and challenging environment</li> <li>• Excellent interpersonal skills, including listening and communication abilities to support distressed service users, both over the phone and face to face.</li> <li>• Excellent written and verbal communication skills, with the ability to present clear well-structured professional reports and case notes</li> <li>• Ability to operate a high degree of confidentiality and accountability</li> <li>• Ability to work to tight deadlines and to take responsibility for meeting agreed targets</li> <li>• Ability to work in partnership and as part of a team towards a common objective,</li> <li>• Ability to work on own initiative, be proactive and able to take responsibility for actions.</li> <li>• Ability to demonstrate commitment to multi-agency partnership working work</li> <li>• Commitment to continuing professional development.</li> <li>• Ability to self evaluate and reflect on practice</li> <li>• Ability to recognise discrimination and anti-oppressive practices, in its various forms, and to take appropriate action.</li> <li>• Demonstrable understanding of diversity, equal opportunity and gender equality issues</li> <li>• Ability to maintain personal and professional boundaries.</li> <li>• Willingness to undertake training.</li> <li>• Willingness to accommodate occasional unsociable hours (evenings and weekends).</li> <li>• Commitment to the aims and work of the FreeVA</li> </ul> <p><b><i>Desirable</i></b></p> <ul style="list-style-type: none"> <li>• Ability to speak one or more of the following languages: Hindi, Gujarati, Punjabi or Urdu and/or any other languages would be an added benefit</li> </ul> |
| <p><b>IT skills</b></p>           | <p><b><i>Essential</i></b></p> <ul style="list-style-type: none"> <li>• Computer literate, including demonstrable competence in using Microsoft office package</li> </ul>   |