



Survive

Support for survivors of rape and sexual abuse

Job Description

Job Title:	Support Worker
Responsible to:	Support Services Manager
Salary:	£ 10.82 per hour
Contract:	Permanent
Hours:	8 hours per week
Location:	York with occasional travel to Malton (hybrid office and home-working)

Background Information

Survive helps survivors of rape, sexual assault or child sexual abuse rebuild their lives, relationships and reach their potential by delivering specialist services.

Survive started in York in 1990 as a survivor-led support group for women who had experienced child sexual abuse. They found comfort and solace in talking to others who had the shared experience of child sexual abuse. Over three decades later and Survive now offers 1-1 support work, counselling and trauma therapy in York and across North Yorkshire to any adult survivor of any sexual violence including rape, sexual assault or child sexual abuse. Survive also operates a helpline for those affected directly or indirectly by sexual violence and has a small library of self-help books covering a range of subjects – from inspirational survivor stories and coping with the impact of sexual trauma to recognising and managing mental health conditions such as anxiety and depression.

Our values of being Inclusive and Enabling, offering Hope and showing Integrity and Courageous Advocacy underpin everything we do.

Main purpose of post

The post holder will have overall responsibility for a caseload of support clients in York and North Yorkshire. This will include peer support for volunteers during helpline shifts and also participating in the provision of services. The post involves working evenings and occasionally weekends for events.

Outline of main duties

The main duties of the post holder will be to:

- Carry a case-load of support clients
- Provide 1-1 support to clients online, over the phone or in person
- Cover 2-4 helpline shifts per month (Mondays or Tuesdays 4pm-8pm)
- Assess and manage risk in line with Survive's policies and procedures
- Follow Survive's policies and procedures in all areas of working
- Engage in clinical supervision with the line manager
- Attend team meetings and group supervisions
- Assist the manager of the service to ensure clients are given an efficient and quality service
- Ensure appropriate records are maintained in line with data protection
- Utilise a person-centred approach, with a commitment to Survive's mission statement
- Ensure best practice in the operation of frontline services to adult survivors in line with guidelines from the British Association of Counsellors and Psychotherapists, The Survivors' Trust standards, Helplines standards, and Survive's own policies and procedures
- Complete additional administrative tasks, e.g. marketing when required
- Ensure correct capturing and recording of outcomes data
- Attend training and engage in reading to further your professional capabilities
- Represent Survive at events, stalls etc.

Person Specification – Support Worker

Experience and Specialist knowledge	<p>A good working knowledge of issues relating to rape, sexual assault and child sexual abuse, and its impact on survivors</p> <p>Knowledge of the criminal justice system</p> <p>Experience of supportive listening and providing information either face-to-face, online or over the phone</p> <p>Experience of assessing risk and client needs</p> <p>Experience of working with people with complex needs</p> <p>Experience and knowledge of the voluntary sector</p> <p>Experience of working with rigorous boundaries</p>
Skills	<p>Excellent written and verbal communication skills</p> <p>To be dependable and punctual</p> <p>Excellent interpersonal skills (active listening, empathy and problem-solving)</p> <p>To be warm, friendly and approachable</p>

	<p>Ability to research, analyse and summarise information</p> <p>Ability to represent Survive appropriately to different organisations and clients</p> <p>Good computer skills (MS Outlook, Word, Excel, Teams, case management systems)</p> <p>Ability to use clinical supervision</p> <p>Ability to work independently and manage own workload</p> <p>Proven administrative and organisational skills</p> <p>Ability to work co-operatively and effectively as part of a team</p> <p>Willingness to undertake other duties as and when required</p>
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