







## Support for survivors of rape and sexual abuse

 2nd Floor, 25 Micklegate, York, YO1 6JH  
 01904 638813  
 [survive@survive-northyorks.org.uk](mailto:survive@survive-northyorks.org.uk)  
 [www.survive-northyorks.org.uk](http://www.survive-northyorks.org.uk)

### Job Description

**Job Title:** Support Worker – York  
**Responsible to:** Support Services Manager  
**Salary:** £ 11.69 per hour  
**Contract:** Part-time, permanent  
**Hours:** 15 hours per week  
**Location:** York (hybrid office and home-working)

### Background Information

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

*Survive* started in York in 1990 as a survivor-led support group for women who had been subjected to child sexual abuse. They found comfort and solace in talking to others who had the shared histories of child sexual abuse. Over three decades later and *Survive* now offers 1-1 support work, counselling, trauma therapy and EMDR 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

As a support worker, you will work with adult survivors who self-refer to Survive or are referred by other professionals. You will have overall responsibility for a caseload of clients in York and offer up to six sessions online, over the phone or in person. You will also carry a caseload of clients living across North Yorkshire, however you will only work remotely with these clients.

The role also includes covering some remote shifts on the helpline and participating in the provision of support services.

## Outline of main duties

The main duties of the post holder will be to:

- Carry a caseload of support clients across North Yorkshire
- Deliver 1-1 support work to York clients online, over the phone or in person
- Deliver 1-1 support work to clients living across North Yorkshire online or over the phone
- Cover 1-2 helpline shifts per week (Mon, Tue, Wed or Thu 10am-12pm)
- Assess and manage risk in line with Survive's policies and procedures
- Adhere to Survive's ethos and follow Survive policies and procedures including (though not limited to) Safeguarding, Health and Safety, Confidentiality, data protection and information sharing
- Maintain accurate and appropriate records of all client work in line with GDPR/data protection and update Charity Log databases
- Liaise with other organisations and professionals where appropriate
- Attend regular team meetings and supervisions to review work load and any other issues, including training and development needs
- Be an active member of the Support Team, participate in Survive team meetings and work with others to provide the best possible support and outcomes for clients
- 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
- Attend training and engage in reading to further your professional capabilities
- Deliver presentations to external partners and organisations
- Represent Survive at external events, such as stalls etc.
- Complete additional administrative tasks as required



## Person Specification – Support Worker

	Essential	Desirable
<b>Qualifications</b>		
A good standard of general education	√	
Relevant degree or qualification in psychology, sociology, social work, criminology or similar		√
Any other training relevant to supporting adults or working therapeutically with adults	√	
<b>Experience</b>		
Experience of working with clients with mental health issues	√	
Experience of working with clients who have experienced sexual violence and trauma		√
Experience of working independently	√	
Experience of assessing risk and identifying client needs	√	
Experience of working with rigorous boundaries	√	
Experience of working in the voluntary sector		√
Experience of handling sensitive information	√	
Experience of representing organisations at events or stalls		√



Experience of delivering presentations to external partners or organisations		√
Experience of providing information, advice and guidance to clients wanting to go through the criminal justice process or another process		√
<b>Skills</b>		
Excellent interpersonal skills (active listening, empathy, compassion, positivity)	√	
Ability to be warm, friendly and approachable	√	
Ability to work as part of a team, to build and sustain good working relationships with staff and volunteers	√	
Excellent organisational and time management skills, able to manage your own workload effectively	√	
Able to prioritise work effectively to meet demanding deadlines	√	
Confident and competent in the use of MS Office (Word, Outlook) and willing to learn Survive's systems and software (Breathe HR, Charitylog)	√	
Excellent written and verbal communication skills, ICT and administrative skills	√	
Able to record information, file, retrieve, sort and complete electronic and paper-based documents accurately	√	
Able to deliver support work face-to-face, online or via telephone	√	
Ability to represent Survive appropriately to different organisations and clients	√	
<b>Knowledge</b>		
A good working knowledge of issues relating to rape, sexual assault and child sexual abuse, and its impact on survivors	√	
Knowledge of the criminal justice system or other justice systems		√
Knowledge of or experience using CBT approaches, motivational interviewing or similar approaches	√	



Up to date understanding of current research pertaining to sexual violence or trauma		√
Knowledge of the voluntary and community sector		√
<b>Other Job-related characteristics</b>		
Active promotion of equal opportunities, diversity and inclusive practices	√	
A commitment to the values of Survive	√	
Commitment to personal and professional development, including a desire to develop expertise relating to therapeutic work with survivors of rape, sexual assault and child sexual abuse	√	
Resilient and able to maintain a positive attitude when faced with clients' extremely difficult emotional circumstances	√	
A flexible approach to work and problem solving	√	
Able to offer some flexibility of work time if given sufficient notice		√

