

# SURVIVORSUK

male rape and sexual abuse

<b>Job Title</b>	<b>Webchat Support Worker</b>
<b>Salary</b>	£28,000 (pro rata)
<b>Hours</b>	To be negotiated, between 0.25FTE - 1.0 FTE (8.75 hours per week - 35 hours per week, flexible hours including evenings and weekends).
<b>Location</b>	Based Shadwell/Wapping, E1
<b>Contract Type</b>	Fixed term (to 30 April 2020)
<b>Reports to</b>	Webchat & Volunteer Coordinator
<b>Annual Leave</b>	28 days per annum + Bank Holiday (pro rata)

## CONTEXT

An estimated 12,000 men are raped every year and 76,000 sexually abused or assaulted. Yet just 4% of men will tell someone. Of those who do, it takes on average 26 years to do so.

SurvivorsUK provides specialist support to men and boys who have been raped, sexually assaulted or abused. Our aim is to help any man or boy to have the confidence to tell someone what's happened to them and to know that it's OK to seek help. When they do, we want to ensure they have access to the right support so they can deal with the impact of their experiences of criminal harm.

We provide emotional support, information and signposting to men and boys and anyone worried about someone they know, through a national website and webchat service (open 12pm to 8pm, 7 days per week). Last year, 2,600 people contacted us via our webchat services and social media.

In London, we are the only organisation providing specialist services for men and boys, including individual counselling and therapeutic groupwork, available till 9pm six days a week. Across London, we provide the capital's only Independent Sexual Advisor (ISVA) Service that helps men and boys through the criminal justice system.

## ABOUT THE ROLE

This is an exciting and challenging new role at SurvivorsUK that combines the provision of information, guidance and emotional support. The successful candidate will have experience of working in helpline, webchat and/or first point of contact services, providing practical and emotional support to people with complex issues such as mental health, drugs, alcohol or sexual health issues.

You will be an excellent listener and communicator, and bring a solid understanding of the issues that affect male survivors of sexual abuse, assault and rape. A job of this kind demands someone who is not only organised and efficient, but resilient, empathetic and compassionate.

**This post is subject to an enhanced DBS Clearance**

## PURPOSE

- To deliver high quality emotional support and information services to male survivors of sexual abuse, assault and rape, their friends, family, partners and professionals, via webchat, SMS, Whatsapp, telephone and other methods of delivery.
- To think creatively and contribute to the ongoing development of emotional support services, including marketing and self-help materials, and the organisation as a whole.
- Provide input and comment on the development of SurvivorsUK policies and procedures and ensure you follow established procedures.
- As a member of a small team, contribute to the development of new initiatives and services in response to client need.

## KEY OUTCOMES

- To ensure that all callers receive support that is appropriate to their needs and of the highest possible quality at all times.
- To have a comprehensive understanding of the technology relating to the provision of such services.
- To manage risk and safety issues and concerns according to SurvivorsUK policies, and to inform management and relevant staff members when appropriate.
- To respond to all enquiries efficiently and effectively, signposting and referring on when necessary.

## CORE RESPONSIBILITIES

### 1. Service Delivery

- Record data for monitoring and complete relevant statistical forms, according to SurvivorsUK GDPR policy.
- Support webchat volunteers in their role and provide debrief at the end of shift.
- Support initial training and provide ongoing training for webchat volunteers.
- Take part in the overall monitoring and evaluation of the helpline service.
- To feedback any concerns raised by volunteers and take note of time keeping and attendance of volunteers.
- Adhere to all relevant SurvivorsUK policies and the BACP Code of Ethics.
- Attend mandatory monthly group clinical supervision.
- To work flexibly, including evening and weekend work.
- Ensure all clients are aware of and have access to the organisation's complaints policy and terms of use.
- Where appropriate, and within safeguarding and GDPR policies, collate qualitative client stories for reporting back to funders, evidencing need and service user opinion.
- Take referrals for other SurvivorsUK services, such as counselling and groupwork.

- Assist the organisation with other work, such as research and development of marketing and self-help materials and promotion of the service.

## **2. Liaison and Promotion**

- Engage with external agencies in the charity and public sectors to promote our services to them and their client communities. Specifically, but not exclusively, within homelessness, mental health, drug/alcohol services, HIV charities, sexual and domestic violence and relevant statutory agencies.
- Working with SurvivorsUK Digital Communications Officer, provide content for promotion of the service via website and social media.
- Respond to media enquiries with the ability to discern good opportunities for SurvivorsUK's public profile
- To represent and promote the work, policies and aims of Survivors UK to outside agencies, and to raise awareness and understanding of the issues and treatment of male survivors.

## **3. General Duties**

- To ensure that the standards of service delivered comply with the organisation's mission statement, policies, business plan and other related guiding principles at all times.
- The post-holder will be required to carry out additional duties from time to time. Such duties will be commensurate with the role.

**SurvivorsUK is an equal opportunities employer.**

## **PERSON SPECIFICATION**

### **Experience and qualifications (essential)**

- At least 2 years' experience of working with clients with complex needs in a helpline, counselling and/or emotional support service.
- Experience of working within an organisational setting providing information, advice, guidance and signposting to relevant services.
- Experience of providing text based support to callers.

### **Experience and qualifications (desirable)**

- A BACP or UKCP or equivalent accredited counsellor, psychotherapist or CBT practitioner.
- Experience of working with male survivors of sexual abuse, assault and rape.

### **Skills, knowledge and competences**

- Strong understanding of the experiences, needs and impact of rape, sexual abuse or assault on men and boys.
- An understanding of the technical elements of webchat or text based support services.

- Knowledge of the legal framework regarding sexual violence
- A mature, calm and empathic manner: able to engage with clients who have challenging needs and deal with highly emotional and stressful situations.
- Strong communication skills: able to build trusting relationships and rapport with clients and interact and engage effectively with external agencies.
- Adherence to confidentiality and boundary policies and practices.
- High degree of flexibility in approach to working with clients and the wider team.
- Positive attitude and willing to contribute to developments, improvements and changes more broadly within SurvivorsUK.
- Competent administrator and highly organised: committed to maintaining accurate client records and reporting on performance.
- Demonstrable commitment to equal opportunities, with a non-judgemental approach to helping men.
- To embody compassion with the ability to reflect and be self-aware with regard to self-care.
- A commitment to pursuing professional excellence, personal development and learning.