

SURVIVORSUK

male rape and sexual abuse

Job Title	Webchat & Volunteer Coordinator
Salary	£32,000 (pro rata)
Hours	0.6FTE (21 hours per week - flexible hours including evenings and weekends).
Location	Based Shadwell/Wapping, E1
Contract Type	Fixed term (to 30 April 2020)
Reports to	Director
Direct reports	Webchat staff and volunteers
Annual Leave	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 overseeing 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 also have experience of overseeing and recruiting volunteers, and bring a solid understanding of monitoring standards and the evaluation of outcomes. 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, coordinate and ensure the provision of 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 provide leadership to all paid and voluntary staff engaged in the delivery of the emotional support services provided by SurvivorsUK, and to recruit and train new volunteers.
- 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.
- To promote the service through existing networks and among relevant third and public sector organisations.
- To monitor and report to funders on the development and delivery of the service.
- To disseminate learning and best practice methods among relevant organisations within the rape/sexual assault sector and more widely (e.g. mental health, homelessness, HIV charities, drug and alcohol services, LGBT+).

KEY OUTCOMES

- Day to day leadership, provision and supervision of the responses to enquiries and callers to SurvivorsUK.
- To ensure that all callers receive support that is appropriate to their needs and of the highest possible quality at all times.
- To provide direct support to a team of webchat staff and volunteers, and oversee the recruitment process for volunteers.
- To ensure the welfare of all workers is protected and assured in the delivery of emotional support and advice services.
- 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 senior management when appropriate.
- To develop relevant policies and procedures, and to ensure compliance with them along with the BACP Code of Ethics.

CORE RESPONSIBILITIES

1. Services Delivery

- Recruitment, induction and ongoing personal and professional development of webchat staff and volunteers.
- Ensure the highest quality of emotional support services through effective management and support.
- Ensure that all emotional support service policies and procedures are appropriate, up to date, communicated and applied by all paid workers and volunteers.

- Maintain effective & up to date administration systems including call recording, statistical analysis and ensure compliance with GDPR legislation and policy.
- Maintain effective systems for client feedback to be captured and used to inform the ongoing development and management of the service.
- To coordinate rotas to ensure consistent coverage for handling enquiries, and to provide out of hours support for webchat staff and volunteers.
- To oversee risk and needs assessment procedures, and to ensure that potential clients are effectively signposted to appropriate services, both internally and externally.
- Prepare information and data to help in the preparation of monitoring reports to funders and to the Board of Trustees.
- Where appropriate, and within safeguarding and GDPR policies, collate qualitative client stories for reporting back to funders, evidencing need and service user opinion.
- Ensure all clients are aware of and have access to the organisation's complaints policy and terms of use.

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

3. General Duties

- 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.
- To represent and promote the work, policies and aims of SurvivorsUK to outside agencies, meetings and forums and to raise awareness and understanding of the issues and treatment of male survivors.
- 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.
- Responsible for working within agreed budgets and established financial procedures regarding the delivery of emotional support services.
- Ensure compliance with SurvivorsUK, Equal Opportunities Policy in recruitment and management of staff.
- 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 counselling and/or emotional support service.
- Experience of working within an organisational setting providing information, advice, guidance and signposting to relevant services.
- Experience of overseeing a helpline or webchat service, and providing text based support to callers
- Experience providing line management, induction, training and support to staff and volunteers
- Development and delivery of service improvement at an operational level.

Experience and qualifications (desirable)

- A BACP or UKCP or equivalent accredited counsellor, psychotherapist or CBT practitioner.
- Experience of delivering and overseeing a text-based emotional support service
- 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 chat support services.
- Comprehensive knowledge of the legal framework regarding sexual violence
- Self-motivated and a self-starter: high level of confidence to develop and deliver new services.
- 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.

- A commitment to pursuing professional excellence, personal development and learning.