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| **Job Title** | **Holistic Therapy Outreach Worker** |
| **Salary** | £32,640 FTE |
| **Hours** | 0.2 post |
| **Location** | Based Shadwell and in 2 projects in Westminster plus outreach work, some remote working |
| **Contract Type** | 1 year |
| **Reports to** | Services Manager |
| **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 (cis and trans\*) men, boys and non-binary people who have been raped, sexually assaulted or abused. Our aim is to help any man, boy, or non-binary person 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.

We provide emotional support, information and signposting to survivors and anyone worried about someone they know, through a national website and webchat service (open till 8pm most evenings). 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**

The role of HTO worker was created in partnership with the Commissioner of Westminster Homelessness Services in response to a growing desire to be more flexible around outreach and support with the most vulnerable and marginalised in the local homeless population. Consistent with evidence in the literature, strong evidence from SurvivorsUK and local, professionally- informed estimates suggest that the vast majority of people who find themselves sleeping rough in Westminster have histories of significant trauma and, for most, this includes experience of sexual violence in childhood. Although there are clients who are no longer sleeping rough and who are offered access to quality key work, excellent link up with drug and alcohol services, education, training and employment opportunities, many are not able to use the support available to move on in their lives.

There is a growing consciousness that many clients who have experienced abuse and/or trauma are not able to access these traditional or statutory therapeutic services, very often because of systemic, structural or psychosocial barriers to engagement. For example, the survival coping strategy of substance use may leave a client with difficulties around keeping appointments, which is incompatible with a ‘traditional’ therapeutic service that requires regular attendance at an allotted time each week; or, that they do not have the financial or practical resources to travel to services intended to support them.

This role provides bespoke, tailored ‘in the field’ therapeutic interventions to such clients and the opportunity to work in close partnership with other professionals involved in their care, promoting a trauma informed therapeutic response to significantly disenfranchised and vulnerable clients.

In addition to supporting clients directly, part of the role is to improve cross-sector professional knowledge and understanding of sexual violence-related trauma and to support staff.

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

# **PURPOSE**

* Provide a therapeutic outreach service to clients based in Westminster living in the context of homelessness with a history of trauma
* Collaborate with clients and other professionals on ongoing assessment of their needs
* Provide training and ‘trauma clinics’ to support staff to promote a trauma informed approach
* Support the monitoring and reporting to funders on the development and delivery of the service.

# **KEY OUTCOMES**

● Clients who are highly vulnerable and distressed will have access to a bespoke and accessible therapeutic service that meets their needs, with improvements in their overall health and wellbeing.

● An improvement in the client’s ability to access other services which will improve their wellbeing

● Survivors who are leading chaotic lifestyles report feeling more stable, better able to cope and better supported.

# **RESPONSIBILITIES**

**Service Delivery**

* Provide a therapeutic outreach service to clients in Westminster living in the context of homelessness and with a history of trauma
* Work with clients facing multiple challenges including suicide risk, self-harm, involvement with the criminal justice system, complex trauma, relational difficulties, PTSD, mental distress, bereavement, physical health issues and substance use.
* Provide a flexible, informal and person-centred service, meeting clients “where they are at”, without conditions or prerequisites.
* Support clients to build practical coping strategies and offer them space to speak about what has happened to them at the client’s pace and on their own terms.

● Deliver interventions by phone, face-to-face and text

* Work closely with other teams working with the client, supporting key workers in their role

● Maintain accurate and timely client case notes, ensuring adherence to confidentiality, safeguarding and data protection procedures.

● With clients, develop action plans to help them address emotional and practical needs and ensure clients can engage with a flexible service.

● Provide regular and timely communications with clients so that they are encouraged to remain with the service.

● Work with key workers to help clients overcome practical issues (i.e. benefits, debts, housing), including linking to external agencies.

Provide training and reflective practice-based ‘trauma clinics’ for support staff

● Attend clinical supervision.

**Liaison and Promotion**

* Maintain good working relationships with other support services associated with the client.
* Develop and promote the service both within SurvivorsUK and with external partners
* Work closely with the support staff within Westminster-based services to promote the wellbeing of individual clients and to provide support to staff within the homelessness sector

**Monitoring, evaluation and dissemination**

● Collect and accurately record one-to-one contact data, including presenting issues, client notes, socio-economic demographics, using SurvivorsUK Salesforce database.

● Monitor individual client’s progress.

● Where appropriate, and within safeguarding and data protection 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.

**General Duties**

● Be responsible for administrative functions associated with the role, including accurate record keeping and filing.

● 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.

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**

● A BACP, UKCP or BABCP accredited counsellor, psychotherapist or CBT practitioner.

● At least 2-years’ experience of working with highly vulnerable clients in a counselling and/or support service.

* Experience of working within the homelessness sector

● Demonstrable caseload management, with experience of undertaking initial counselling assessments.

● Proven track record in helping clients who are experiencing high levels of distress and/or chaotic lifestyles, to improve their health and wellbeing.

● Efficient and accurate use of outcomes monitoring frameworks, such as CORE or equivalent.

**Skills, knowledge and competences**

* Strong understanding of the experiences, needs and impact of rape, sexual abuse or assault on (cis and trans\*) men and boys, and on non-binary people and a strong understanding of working with highly vulnerable clients who may be rough sleeping or in hostel accommodation
* Self-motivated and a self-starter: high level of confidence to develop and deliver a bespoke service.
* 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.
* Positive attitude and willing to contribute to developments, improvements and changes more broadly within SurvivorsUK and homelessness services within Westminster
* 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 working with highly vulnerable clients presenting with complex needs
* A commitment to pursuing professional excellence, personal development and learning.
* A mature, calm and empathic manner: able to engage with clients who have challenging needs and deal with highly emotional and stressful situations.
* Ability to develop the service and adapt delivery to emerging needs
* Ability to manage own time and workload, to respond flexibly and prioritise a range of competing demands
* Ability to work as part of several teams
* High degree of flexibility in approach to working with clients and the wider team(s) in complex situations