



Role specification

Job Title	Emotional Support Worker
Salary	£29,702 per annum, pro rata
Hours	<p>ALL of the following:</p> <ul style="list-style-type: none"> • 8 hours per week: Wednesdays and Thursdays, 4-8pm (these hours are fixed) • + Around 3 hours per month of line management, clinical supervisions and meetings, including 12-4pm on the fourth Wednesday of each month, and ideally 10-11am one Wednesday per month • + Opportunity for overtime (12-4pm & 4-8pm, Monday-Sunday).
Location	<p>Working from home for the most part. Visits to the London office (Hackney Wick or nearby) will be required from time to time.</p> <p>You must have a private, confidential home working environment to be considered for this role.</p>
Contract	Permanent, subject to continued funding. (Funding is currently guaranteed until 31 st March 2024)
Reports to	Helpline Manager
Holiday pay	Equivalent to 28 days per annum + bank holidays (pro rata)
Other benefits	Free, confidential Employee Assistance Programme including a 24/7 helpline, counselling, CBT and wellbeing resources online.
Deadline to apply	Tuesday 28th March, 2023
Other key dates	<p>30-minute online assessment: 5th April 2023, 9am-2pm</p> <p>Interviews online: 11th April 2023, 9am-4pm</p> <p>Remote induction training: Ideally 26th April (10am-2pm), 27th April & 28th April 2023 (both 12-4pm)</p> <p>Regular shift pattern to begin: Ideally 3rd May 2023</p>

This post is subject to an enhanced DBS Clearance.

Thinking of applying?

Studies show that people with marginalised identities are less likely to apply for jobs if they don't meet all the criteria in the person specification.

We especially encourage applications from people from communities experiencing structural oppression (including Black and Asian, trans and disabled people) and people who share some of the identities of our service users (survivors, men and non-binary people), even if you don't meet all the criteria. We value lived experience as well as professional experience.

SurvivorsUK is committed to continually reviewing and developing our practice as an equal opportunities employer.

PURPOSE

- Deliver high quality emotional support, information, signposting and referrals to male and non-binary survivors of sexual abuse, assault and rape - and to their friends, family, partners and professionals - via webchat, SMS, email, telephone and other channels.
- As a member of a small team, contribute creatively to the development of emotional support services (including policies, procedures, marketing and self-help materials), and of the organisation in response to client need.

KEY OUTCOMES

- All callers receive support that is appropriate to their needs and of the highest possible quality.
- All enquiries are responded to efficiently and effectively, and offered signposting and referrals when necessary.
- Safety issues and concerns and risk are managed according to SurvivorsUK policies, and relevant managers and staff members are informed where appropriate.

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. No one knows how many non-binary people are raped, sexually abused or assaulted, less still how many will tell.

SurvivorsUK provides specialist support to men, boys and non-binary people who have been raped, sexually assaulted or abused, and to anyone who feels less able to access mainstream sexual abuse services because of gender.

Our aim is to help people 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 harm.

We provide emotional support, information and signposting through a website and national, text-based helpline services, 12pm to 8pm, 7 days per week.

In London, SurvivorsUK is the only organisation providing specialist services for men and boys, including nationwide individual counselling and therapeutic groupwork, available till 9pm six days a week, and an Independent Sexual Advisor (ISVA) Service that helps men, boys and non-binary people through the criminal justice system.

RESPONSIBILITIES

1. Service Delivery

- Provide a high standard of emotional support, information, signposting and referrals via webchat, SMS, email, telephone and other methods.
- Assess risk and safety of callers, participate in safeguarding decision-making in consultation with managers, and implement safeguarding procedures where necessary.
- Record data for monitoring and complete relevant statistical forms, according to SurvivorsUK GDPR policy, and participate in overall service monitoring and evaluation.
- Adhere to the service's remit, all relevant SurvivorsUK policies and procedures, and the BACP Code of Ethics.
- Attend mandatory group supervision, team meetings and line management meetings, and participate in ongoing training.
- Ensure all clients are aware of and have access to the organisation's complaints policy and terms of use.
- Collate qualitative client stories for reporting back to funders, evidencing need and service user opinion (where appropriate and within safeguarding and GDPR policies).
- Support training for newer emotional support workers and any emotional support volunteers.
- If volunteers are recruited, support emotional support volunteers in their role and provide debriefs at the end of shifts.
- If volunteers are recruited, feed back any concerns raised by volunteers and take note of time keeping and attendance of volunteers.

2. Liaison and Promotion

- Triage non-helpline enquiries to appropriate colleagues, such as media and training enquiries.
- Engage with external agencies in the charity and public sectors - such as homelessness, mental health, drug/alcohol services, HIV charities, sexual and domestic violence and relevant statutory agencies - to promote our work, policies and aims.
- Working with the Digital Communications Manager, provide content for promotion of the service via the website and social media.
- Assist with research and development of resources and informational material for colleagues, survivors and professionals working with survivors.

3. General Duties

- Ensure that the standards of service delivered comply with the organisation's mission statement, values, policies, business plan and other related guiding principles at all times.

- Participate in organisation-wide discussions and contribute actively to co-creating and maintaining an anti-oppressive, trauma-informed working culture within the team and organisation.
- Carry out additional duties from time to time, commensurate with the role.

PERSON SPECIFICATION

Experience and qualifications (essential)

- At least 2 years' experience of working with survivors of sexual abuse, assault and rape, and/or male or non-binary people with complex needs, in a paid or voluntary capacity.
- At least 2 years' experience of providing trauma-informed emotional support, ideally in a helpline or person-centred counselling setting.

Experience and qualifications (desirable)

- Experience of providing written emotional support (e.g. by web chat).
- Experience of providing information, guidance and signposting to relevant services, in an organisational setting
- A BACP or UKCP or equivalent accredited counsellor, psychotherapist or CBT practitioner.

Skills, knowledge and competences (essential)

- Strong understanding of the experiences, needs and impact of rape, sexual abuse or assault on men, boys and non-binary people aged 13+.
- Calm, compassionate manner: able to empathise and 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 of wide-ranging identities and backgrounds, and engage effectively with external agencies.
- Demonstrable commitment to equal opportunities, with a non-judgmental approach to helping men (transgender and cisgender) and non-binary people.
- Demonstrable understanding of intersectional oppression, power and privilege.
- Able and willing to adhere to boundaries and confidentiality policies and practices.
- Confident user of computers, able to learn quickly how to use web-based chat systems.
- Organised and a competent administrator, committed to maintaining accurate client records and reporting.
- Flexible approach to working with clients and the wider team.
- Able to work independently and to ask for help when needed.
- Able to reflect and be self-aware with regard to self-care.
- Commitment to pursuing professional excellence, personal development and learning.
- Positive attitude; willing to contribute to developments, improvements and changes within SurvivorsUK.

Skills, knowledge and competences (desirable)

- Knowledge of legal frameworks regarding sexual violence.
- Understanding of abolitionist and transformative justice frameworks for working with harm.