



ROLE PROFILE

Role Title	Crisis Worker	Service	Swindon & Wiltshire SARC
The Role	<p>To work as part of the Sexual Assault Referral Centre (SARC) in Swindon & Wiltshire, as a Crisis Worker. Working as a member of a small, dedicated team, providing on call services to victims of rape and sexual assault.</p> <p>As a Crisis Worker you will be working within a forensically clean environment, supporting the victim, offering a forensic medical examination (carried out by a trained Sexual Offence Examiner) and providing the victim with information for onward support services.</p> <p>There is a requirement to adhere to the Sterility Policy always whilst in the SARC. You will be exposed to highly sensitive information and your engagement should be within the context of a non-judgmental and confidential service.</p> <p>There may be a requirement to work outside of the set working hours due to length of time supporting a victim in the SARC. Full clean driving licence, use of a car and business insurance are essential.</p>		
Reports to	SARC Manager	Salary	£20 retainer per 12-hour shift £12.50 per hour (min of 4 hours) Admin/Training £8.50 per hour

Behavioural Competency	Level	Statement
Achievement	2	Works towards team goals, monitoring tasks for accomplishment, quality and timeliness.
Client and Customer Focus	2	Can look at large pieces of work and break them down into manageable parts to identify solutions.
Initiative	2	Has the ability to develop areas within their work area and work independently.
Flexibility	1	Demonstrates willingness to change ideas or perceptions based on new information or contrary evidence. Is open to new ideas and listens to other people's points of views.
Ethics and Values	1	Treats others fairly and with respect, is able to identify ethical dilemmas and conflict of interest situations and take action to avoid and prevent them. Is able to anticipate breaches of confidentiality and considers different ethical aspects of situations when making decisions.
Team Working	1	Willingly co-operates. Is not afraid to seek advice from others. Puts in extra effort when needed to help others. Recognises that the ways of getting things done in different departments, organisations and communities are not the same.

As detailed in the National Occupational Standards (NOS)

Safeguarding

Adult and child safeguarding is everyone's responsibility and local partnership working is essential to ensure there is consistency within counties in how adults and children are safeguarded from abuse and neglect. It is vital that all staff understand their roles and responsibilities, and work in ways that safeguard adults and children who use the services at First Light. Expectations of staff are set out in our safeguarding policies, which are regularly updated to meet the local safeguarding board requirements.

Key Activities	To support the SARC Manager and all the staff within First Light
	To provide support and crisis management to individuals who have recently experienced rape or sexual assault who have reported to the police or who may not wish to report to the police.
	To offer telephone support and information during your contracted hours.
	To provide support and information to clients accessing the service.
	Establish a rapport with client (and family) in a short time frame creating a sense of calm in what can be stressful and upsetting circumstances
	Assume responsibility for the client during examination and act wholeheartedly in their best interests, taking decisions to protect their wellbeing at all times.
	To liaise with your on-duty Sexual Offence Examiner (SOE) on behalf of client. This may include assisting the Sexual Offence Examiner with collection of DNA and Early Evidence Kits (EEKs)
	Respect Confidentiality and adhere to the Data Protection Act 1998 (GDPR in May 2018) in release of information.
	To maintain cleaning and Sterility Protocols and ensure stocks of Rape Modules are in date and available for use.
	With the client's consent, make onward referrals to other services.
	To work as part of the Crisis Worker Team in the Swindon & Wiltshire SARC and forensic nurse/medical examiners in the delivery of high standards of service and clinical care. You will provide vital information to assist the clients in making informed decisions about their care and choices.
	To consider Adult and Child Safeguarding issues and liaise with the Managers in accordance with Safeguarding Policies
	Attend regular team meetings, supervision sessions with a supervisor and essential training.
	To actively encourage and promote candid client feedback through the use of feedback forms to ascertain satisfaction levels and areas of improvement /best practice to inform service delivery
	To respond respectfully to all clients' complaints, liaising with the Manager on any issues that require action or a management response.
	Adhere to SARC policy and procedures, reporting any serious or persistent breaches to the Manager. To complete Incident Reports and pass to manager when processes or concerns are raised.
	Pay particular attention to record keeping and written documentation, adhering to SARC Policy on the storage and maintenance of highly sensitive and confidential material
	To travel and have access to a vehicle to enable travel to the Swindon & Wiltshire SARC
	Building and maintaining positive relationships with clients, colleagues, partners and stakeholders
	Participate in fundraising activities to promote our cause and brand
Represent the charity and service with a broad range of organisations and individuals	
To undertake any training required for the post	

Key Results	<p><i>Key results to be agreed annually at appraisal but may include:</i></p> <ul style="list-style-type: none">SARC Managers FeedbackCrisis Workers FeedbackClient, Colleagues and Stakeholders FeedbackClient record integrityReporting IntegrityStock MaintenanceISO 9001 Internal and External AuditSystem Integrity
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PERSON SPECIFICATION

When completing your application form, you should consider how you've demonstrated the items listed below (and in the wider job description on our website) through your professional and personal life, including hobbies, academia, part-time jobs and extra-curricular activities. Please cite specific examples. Applications meeting all the 'essential' criteria will be considered; however, this does not guarantee invitation to interview.

	Essential / Desirable
EDUCATION, QUALIFICATION AND TRAINING	
Relevant degree or equivalent professional qualification	D
Demonstrable proficiency in Intermediate IT skills (Microsoft Office)	E
EXPERIENCE	
Knowledge and understanding of sexual violence, rape trauma and the long term mental health effects of SV, self-harm and suicidal feelings	E
Knowledge of Child and Adult Safeguarding issues and legal responsibilities	D
Experience of working with victims of rape, sexual violence, domestic violence or childhood sexual abuse	E
Experience of supporting and advising vulnerable children, young people and adults	D
Experience of working with individuals at acute trauma or crisis point	D
KNOWLEDGE, SKILLS & ABILITIES	
Excellent communications skills	E
Ability to make connections with people of varying backgrounds in a short period of time	E
Able to apply consultation and negotiation skills when required	E
Ability to work as part of a treatment team and share relevant information in order for clients to be properly supported	E
Time management and prioritising skills	E
Ability to make decisions under pressure	E
Ability to manage conflict	E
Understanding of anti-discriminatory practice	E
Demonstrates a clear commitment to Equal Opportunities and be willing to enhance and develop Equal Opportunity approaches	E

Short listing criteria

2 points	=	significantly / fully meets criteria
1 point	=	partially meets criteria but falls short on key aspects
0 points	=	does not meet criteria