

# SUPPORT WORKER

## Recruitment Pack

January 2025



# Job Advert



**Job Title:** Support Worker – York

**Responsible to:** Support Services Manager

**Salary:** £ 12.50 per hour

**Contract:** Part-time, permanent

**Hours:** 10 hours per week

**Location:** York (hybrid office and home-working)

**Vetting:** In addition to DBS checks, successful candidates will need to undergo additional vetting for this role which requires them to have been resident in the UK for the last three years.

You will work with adult survivors who self-refer to Survive or are referred by other professionals. You will have overall responsibility for a caseload of clients in York and offer up to six sessions online, over the phone or in person. You will also carry a caseload of clients living across North Yorkshire, however you will only work remotely with these clients.

The role also includes covering some remote shifts on the helpline and participating in the provision of support services.



# About *Survive*



*Survive* helps survivors of rape, sexual assault or child sexual abuse rebuild their lives, relationships and reach their potential by delivering specialist services.

*Survive* was started in York in 1990 by a group of women who wanted to help women survivors of child sexual abuse find ways to heal through their shared histories of child sexual abuse.

Over three decades later and *Survive* now offers 1-1 support work, counselling and trauma therapy in York, across North Yorkshire and in the East Riding of Yorkshire to **any adult survivor** of any sexual violence including rape, sexual assault or child sexual abuse. *Survive* also operates a helpline for those affected directly or indirectly by sexual violence and has a small library of self-help books covering a range of subjects – from inspirational survivor stories and coping with the impact of sexual trauma to recognising and managing mental health conditions such as anxiety and depression.

Our values of being **trustworthy** and **inclusive** and promoting **hope**, **personal growth**, and **courageous advocacy** underpin everything we do.

# ***Survive is a great place to work!***



## *We offer:*

- a comprehensive induction
- all the equipment you need to carry out your role
- flexible working
- Individual training allowance and paid training leave to help you in your role
- health and wellbeing benefits package
- Long service additional holiday allowances
- 5% pension contribution

*Survive* is a Disability Confident employer and a Real Living Wage employer

# ***What our staff and volunteers have to say:***



- ❖ *93.7% of our team feel that Survive promotes a happy, secure and stimulating environment where health and wellbeing are prioritised*
- ❖ *100% of our team feel that Survive provides a safe and inclusive working environment*
- ❖ *I love working for Survive - I feel welcome, respected, valued and like a part of a real team with shared goals/aspirations. It's a lovely place to work and I feel like I'm making a genuine difference here*
- ❖ *Survive has a great and supportive culture, and I really appreciate the ability to WFH and work flexibly*

Quotes and statistics taken from the *Survive Work and Wellbeing Survey 2024*

# Job Description



## Outline of main duties

The following is a summary of the key responsibilities of the post. It is not intended to be an exhaustive list and the post-holder may be required to carry out other duties which are appropriate to the scale and nature of the job role.

- Carry a caseload of support clients across North Yorkshire
- Deliver 1-1 support work to York clients online, over the phone or in person
- Deliver 1-1 support work to clients living across North Yorkshire online or over the phone
- Cover 1-2 helpline shifts per week (Mon, Tue, Wed or Thu 10am-12pm)
- Deliver the CHOICES service to *Survive* clients
- Assess and manage risk in line with *Survive's* policies and procedures
- Adhere to *Survive's* ethos and follow *Survive* policies and procedures including (though not limited to) Safeguarding, Health and Safety, Confidentiality, data protection and information sharing
- Maintain accurate and appropriate records of all client work in line with GDPR/data protection and update Charity Log databases
- Liaise with other organisations and professionals where appropriate
- Attend regular team meetings and supervisions to review work load and any other issues, including training and development needs
- Be an active member of the Support Team, participate in *Survive* team meetings and work with others to provide the best possible support and outcomes for clients
- Utilise a person-centred approach, with a commitment to *Survive's* mission statement
- Ensure best practice in the operation of frontline services to adult survivors in line with guidelines from the British Association of Counsellors and Psychotherapists, The Survivors' Trust standards, Helplines standards, and *Survive's* own policies and procedures
- Attend training and engage in reading to further your professional capabilities
- Deliver presentations to external partners and organisations
- Represent *Survive* at external events, such as stalls etc.
- Complete additional administrative tasks as required

# Person Specification



## Knowledge and experience

- A Relevant degree or qualification in psychology, sociology, social work, criminology or similar would be desirable
- Work experience or training relevant to supporting adults or working therapeutically with adults
- Experience of working with clients with mental health issues, preferably in the voluntary sector
- Experience of working with clients who have experienced sexual violence and trauma would be desirable
- Able to work independently
- Experience of assessing risk and identifying client needs
- Experience of working with rigorous boundaries
- Experience of handling sensitive information
- Experience of representing your organisation at external events or delivering presentations to external partners or organisations
- Experience of providing information, advice and guidance to clients wanting to go through the criminal justice process or another process would be desirable
- Confident and competent in the use of MS Office (Word, Outlook) and willing to learn Survive's systems and software (Breathe HR, Charitylog)

# Person Specification



## Skills

- Good standard of written English and good verbal communication skills
- Excellent interpersonal skills (active listening, empathy, compassion, positivity)
- Able to be warm, friendly and approachable
- Able to work as part of a team, to build and sustain good working relationships with staff and volunteers
- Excellent organisational and time management skills, able to prioritise and manage your own workload effectively
- Able to record information, file, retrieve, sort and complete electronic and paper-based documents accurately
- Able to deliver support work face-to-face, online or via telephone



# Person Specification



## Personal

- An interest in the work that *Survive* does to support survivors of sexual trauma
- A commitment to uphold and work towards *Survive's values*
- An interest in continuing your own personal development and learning, including a desire to develop expertise relating to therapeutic work with survivors of rape, sexual assault and child sexual abuse
- Active promotion of equal opportunities, diversity and inclusive practices
- Resilient and able to maintain a positive attitude when faced with clients' extremely difficult emotional circumstances
- A flexible approach to work and problem solving
- Able to offer some flexibility of work time if given sufficient notice

# Application Process



Successful candidates will need to undergo DBS checks and additional vetting for this role which requires them to have been resident in the UK for the last three years. (costs covered by *Survive*).

*Survive* is pleased to be a Disability Confident employer:

- challenging attitudes towards disability
- increasing understanding of disability
- removing barriers to disabled people and those with long-term health conditions
- ensuring that disabled people have the opportunities to fulfil their potential and realise their aspirations

*Survive* is committed to building a team that represents a variety of backgrounds, perspectives and skills, as the more inclusive we are, the more we can provide a better service to our clients. *Survive* welcomes applications from those who have been subjected to sexual violence, those who have been indirectly affected by sexual violence and from people in recovery; people of colour, people from the global majority; disabled people; and people from the LGBTQIA+ community.

# Application Process



To apply – please send your CV and a covering letter explaining how you meet the person specification and have the experience and skills listed in the job description.

Email to [recruitment@survive-northyorks.org.uk](mailto:recruitment@survive-northyorks.org.uk)

We are happy to answer any questions about the role, please email or call Victoria, Support Services Manager on 07880 076064.

If you would like our application pack in another format or wish to discuss how we would make adjustments for you to take on this role, please contact [recruitment@survive-northyorks.org.uk](mailto:recruitment@survive-northyorks.org.uk) or call Jane on 07597023450.

Applications to be received by 9am on Tuesday 4<sup>th</sup> February 2025. Interviews will be held in person in York.