

The Blue Door

Job Description, Person Specification

Job Description	
Department:	Sexual Violence Service
Post Title:	Sexual Violence Support Coordinator (SVSC)
Level/Salary Range	The Blue Door Scale 5 £25,584 to £27,269
Posts Responsible to:	Sexual Violence Services Manager SV Operational Supervisors
Posts Responsible for:	None
<p>As the Support Coordinator your primary role will be to ensure that those who have experienced the impact of sexual violence and abuse receive the right support, appropriate to their needs. You will be responsible for the contact and coordination of support for service users, following initial referral to our service, and for supporting those who make contact with the service directly.</p> <p>Job Purpose</p> <p>To work as a part of a team providing a high-quality, frontline service to victims of sexual violence and abuse, often as the initial point of contact for service users, families and professionals. You will conduct initial need and risk assessment and coordinate agency referrals received by The Blue Door.</p> <p>You will co-ordinate a multi-agency response that aims to reduce and manage the risks identified. The work relies on the voluntary engagement of the client and therefore you will need to be confident in your abilities to build professional relationships with them, based on trust in order to successfully support them.</p> <p>You will have proven experience of working with individuals, and a successful track record of working effectively with a range of external organisations and professionals.</p> <p>You will lead by example, positively improving professional responses and creating a culture of communication and engagement. You will maintain high professional standards at all times, whilst ensuring measurable positive outcomes are achieved for the client group, supporting them to recover from their experiences.</p> <p>This role is based within the Sexual Violence Service, base to be agreed.</p> <p>FTE posts available – flexible hours can be discussed.</p> <p>References will be sought on behalf of the successful applicant and DBS check will be required.</p>	

Key Accountabilities/Primary Responsibilities:

- Provide a pro-active service and advice to victims of sexual violence to keep them and their children safe
- Conducting comprehensive initial assessments, developing, implementing and reviewing support plans and co-ordinating positive interventions.
- To act as the main point of contact for enquiries and referrals into the Service, ensuring appropriateness is reviewed, and all referrers and clients receive a positive, genuine and professional first contact.
- To ensure the expectations of all, including clients, counsellors and external agencies are appropriately managed, through proactive and consistent communication.
- Work within the team to conduct comprehensive assessments of needs and risk for service users, carry out short risk management, safety planning and support; and identify and refer to services appropriate to their needs.
- Manage a varied caseload of those who need short term or remote only interventions or those who may need to progress to community support services or therapeutic support.
- Be creative in ways of contacting the service user and engaging them with the support.
- Undertake safety planning with clients (crisis and long term)
- Liaise with allocated Community ISVA for new referrals.
- You must have extensive experience of managing a caseload, with strong crisis management skills and an understanding of the needs of victims experiencing sexual abuse.
- Develop, with the service user, support plans to aid their long term recovery and support their short term and immediate needs and risks.
- Ensure that risk assessment and risk management procedures are followed at all times, prioritising those most at risk.
- Access the referral email system and calendar to respond to any referrals made into the service by partner agencies and coordinate as appropriate within the timeframes set down.
- Refer on and arrange meetings with other agencies/services as necessary, e.g. solicitors, benefits agency etc
- Ensure that clients receive the appropriate services and responses to which they are entitled
- Signpost/refer and broker access to information advice and support.
- Ensure that the victim feels supported, listened to and believed.
- Refer regular difficulties client are having to manager and contribute to efforts to improve procedures and services
- Provide opportunities for service users to feedback on interventions, impact and areas for improvement.
- Communicate engagement and update progress to relevant professionals.
- To work closely with other team members to ensure that there is a 'joined up' approach.
- Work to ensure the ISVA role is central to multi-agency work and responses to sexual abuse across the geographical area
- Ensure timely and appropriate responses to communication and requests for information
- Work within the organisations policies and procedures at all times.
- Act within Local and Organisational Safeguarding Arrangements and ensure safeguarding information is shared in a time sensitive manner.
- Attend appropriate Team meetings within The Blue Door.

- Work in partnership with statutory and voluntary agencies to tackle the issue of sexual abuse.
- Work closely with the Team to ensure rapid and well managed referrals are handled sensitively.
- Follow partner agency procedures and protocols in relation to referrals and information sharing.
- Liaise with Police staff to ensure all new cases have accurate information pertaining to investigations such as CR numbers/Log numbers and Officer in Charge (OIC) allocation is recorded on case management system.
- Contribute positively to wider organisational initiatives.
- To maintain thorough, confidential, accurate and up to date records of work undertaken and outcomes achieved at all times.
- Develop and maintain links with other agencies.
- To participate in learning and development events.
- Remain up-to-date and compliant with all relevant legislation connected to your work, including organisational procedures, policies and professional codes of conduct and the Home office guidance on supporting victims/survivors of Sexual Violence, in order to uphold standards of best practice.
- Support the other members of the team in attending operational groups and meetings when requested.
- Work with your team to develop and deliver training and awareness raising sessions.
- Any other tasks which and commensurate with the aims and level of this post.

Person Specification			
Criteria	Essential	Desirable	How to be assessed
Qualifications, Knowledge and Experience:	<p>Educated to Level 3 & above or recognised professional qualifications and significant experience</p> <p>Experience of working individuals within a sexual abuse setting</p> <p>Experience of providing emotional and practical support to people seeking support/advice</p> <p>Experience of working in a multi agency/ partnership approach</p> <p>Understanding of the complexities and dynamics of sexual abuse</p> <p>An understanding of safeguarding and child protection issues, and the legal responsibilities surrounding these issues</p>	<p>Experience of working with individuals in high-risk circumstances</p> <p>Lime Culture or equivalent qualification as ISVA</p> <p>Able to motivate individuals and agencies to move through courses of action and decision making processes</p>	<p>Application Form</p> <p>Group Interview</p> <p>Interview questions and scenarios</p> <p>Certificates</p>
Planning and Organising:	<p>Be highly organised with excellent administrative skills</p> <p>Be highly proficient in Word, Outlook and Excel</p> <p>Experience of working in a demanding and busy environment</p>	<p>Experience of using databases</p>	<p>Basic Skill test prior to interview</p> <p>Interview skills</p>
Problem Solving and Initiative:	<p>Ability to work independently but ensure 'joined up' approach when necessary</p> <p>Ability to prioritise and work accurately with attention to detail</p> <p>Ability to demonstrate sound judgement in crisis situations</p> <p>Ability to identify risks, anticipate issues, create solutions and resolve problems in relation to service delivery</p>		<p>Group interview</p> <p>Interview questions and scenarios</p>

Management and Teamwork:	<p>Be able to build effective working relationships and work well as part of a busy team Evidence of working in a busy high pressured environment and/or high caseloads A methodical and well-organised approach to workload and an ability to work with minimal supervision and to take initiative</p>	Evidence of high level caseload etc	Interview questions and scenarios
Communicating and Influencing:	<p>Communication Skills, particularly in drafting correspondence, preparing reports for case conference or similar, formal letters and responding to queries Understand and respect the sensitivity of HR Information and employee records and ensure confidentiality of all written and verbal communications Ability to communicate The Blue Door's philosophical principles</p>	Experience of presenting information relating to complex and sensitive issues to wide range of audiences.	Basic skills test prior to interview Group interview Interview questions and scenario
Other Skills and Behaviours:	<p>Attention to detail Ability to follow instructions Safeguarding environment Excellent interpersonal skills including the ability to establish appropriate boundaries and maintain professional distance with staff and clients Demonstrable ability to provide a high level of professionalism and commitment to service delivery Understand and be committed to equal opportunities and diversity in policy and practice Flexible approach to the demands of the role</p>	Ability to deliver and present training and awareness raising sessions	Interview questions Group interview