

Rape and Sexual Abuse Support Centre

Job Description



Job title:	Helpline Support Worker
Responsible to:	Helpline Manager Team
Salary	£30-32,000 (pro rata – 3 days per week)
Type of Contract	Permanent
Hours of work	Weekend evenings; 3 shifts per week Friday, Saturday and Sunday 5pm – 1am
Location	Remote working

This post is open to female applicants only as being female is deemed to be a genuine occupational requirement under Schedule 9, Paragraph 1 of the Equality Act 2010 for this role.

Organisation

Based in Croydon, the Rape and Sexual Abuse Support Centre (RASASC) is a specialist sexual violence centre providing an exceptional standard of therapeutic support for women and girls who have experienced rape and/or childhood sexual abuse. We are the Rape Crisis Centre for South London and are a multi-cultural workforce that serves women from all backgrounds, religions and circumstances, providing services to survivors of sexual violence for over 35 years.

RASASC comprises five broad departments: Counselling, Helpline, Advocacy, Training and Prevention, and Outreach and Casework. Our services include: the 24 hour Support Line for survivors of sexual violence, and their supporters; Counselling, Group Therapy, Self Esteem Workshops; Training and consultancy about the impacts of sexual violence and best practice in support provision for other professionals; Prevention and education workshops with young people; Advocacy support & information for survivors going through the Criminal Justice System, casework Services.

Since 2022, RASASC has worked with Rape Crisis England and Wales to deliver the national 24/7 Rape and Sexual Abuse Support Line. This service is available to survivors of any form of sexual violence aged 16+ who live in or are from England and Wales, and their supporters.

Key Responsibilities	<ul style="list-style-type: none">● Providing telephone and webchat support to survivors of sexual violence and their formal and informal support network.● Support and debrief volunteers● Support helpline managers to maintain up to date signposting information.
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	<ul style="list-style-type: none"> • Support helpline managers with induction and training of new staff/volunteers. • Ensure helpline-related administrative tasks are completed efficiently, accurately and in timely manner
General	<ul style="list-style-type: none"> • Promoting the vision values and feminist ethos of Rape Crisis throughout the whole organisation and externally • Contributing and developing a culture that values and respects diversity, learning, improvement, striving for quality and best practice. • Uphold the rights of survivors of rape & sexual abuse and proactively assess the needs and safety of survivors to ensure that any risks/needs identified are addressed, having full regard to the relevant Safeguarding policies. • Be responsible for personal learning and development and keep up to date on research, relevant legislation, policy and practice, and other literature relevant to the role. • Participate in supervision, training and meetings as required, and assist in the development of services in line with agreed development plans. • Work within the values, policy and practices of the feminist anti-violence movement • Responsible for undertaking any other duties appropriate to the post.

Benefits

- Annual leave entitlement is 30 days a year plus 8 bank holidays
- NEST pension scheme; 3% employer contribution and 5% employee contribution
- Attractive benefits package including life assurance, healthcare plan, Employee Assistance Programme and cycle to work scheme

Monitoring and Evaluation of the Post

The performance of the post holder will be monitored through regular supervision by the helpline managers. Probation reviews will take place at six months.

Variation Clause

RASASC reserves the right, following full and reasonable consultations with the member of staff concerned and with her trade union or other representatives, to vary, add to or alter any of the terms and conditions of employment attached to this post.

This job description will be reviewed annually and may need to be revised according to the priorities of current workload with the agreement of the Board.

Last Reviewed (date): 11th April 2022 Approved by (sign): Sharon Erdman Position: CEO

Person Specification

Qualifications	<p>Desirable</p> <ul style="list-style-type: none"> • Relevant qualification in providing emotional support to survivors of sexual abuse/ violence
Experience	<p>Essential</p> <ul style="list-style-type: none"> • Experience of providing emotional support on a helpline • Experience of providing direct support to survivors of sexual violence <p>Desirable</p> <ul style="list-style-type: none"> • Experience of providing emotional support via webchat • Experience of working within a Rape Crisis Centre
Knowledge	<p>Essential</p> <ul style="list-style-type: none"> • Knowledge and understanding of sexual violence and violence against women and girls, including its impacts and barriers women face to accessing support. • Good understanding of child and adult safeguarding procedures. • Knowledge of intersectional feminist approaches to working with survivors and anti-oppressive practice. <p>Desirable</p> <ul style="list-style-type: none"> • Knowledge and understanding of trauma-informed practice, including the empowerment model.
Skills	<p>Essential</p> <ul style="list-style-type: none"> • Excellent verbal and written communication skills, including the ability to communicate effectively on sensitive subjects. • Ability to provide non-directive and non-judgmental emotional support. • Ability to work under pressure and prioritise and manage workload. • Able to work effectively independently and as part of a team. • Ability to reflect on own practice, receive constructive feedback and identify areas for own professional development. • Strong administrative skills including the use of Microsoft Outlook, Word, and databases. <p>Desirable</p> <ul style="list-style-type: none"> • Ability to speak a language other than English
General	<p>Essential</p> <ul style="list-style-type: none"> • Willingness and ability to work evenings, weekends and/ or nights on a fixed rota. The shifts are specified above • Have a strong internet connection at home using broadband or fibre optics with an internet speed of minimum 128 kbps. You can determine your internet speed using a 'internet speed test'. There is a tool linked here

