

Sessional Emotional Support Worker

Job profile

Job Title	Sessional Emotional Support Worker
Salary	£14 per hour for service delivery and £13 per hour for training/induction/reflective practice.
Hours of work	Wednesdays from 6.30pm to 9.45pm and Sundays from 9.30am to 12.45pm. Hours depend on the needs for cover on the Emotional Support Services (Helpline, Email and Live Chat)
Contract	Sessional. Worker is engaged on a self-employed basis and responsible for own tax and NI payments.
Location	Cambridge and/or Remote
Responsible to	Emotional Support Services Manager

Other information

* We require the post holder to be female - Genuine Occupational Requirement (GOR), Schedule 9 (Work; Exceptions), Part 1 (Occupational Requirements), of the Equality Act (2010) applies.

- This post is subject to an enhanced Disclosure and Barring Service (DBS) check.
- All successful applicants must successfully complete mandatory training and induction (please see the Mandatory Training and Induction document, included in the application pack).

Job purpose

To support the capacity on the Emotional Support Services (Helpline, Email and Live Chat), working in close collaboration with our Emotional Support Volunteers and other Sessional Emotional Support Workers.

The post holder will be able to provide support to women and girls survivors of sexual violence and abuse through our Emotional Support Services and to do so in a non-judgemental manner, applying a feminist and empowering ethos.

Within this role, there are two primary focuses:

- Covering shifts on the helpline, email and/or live chat service when needed, working in close collaboration with our Emotional Support Volunteers and other Sessional Emotional Support Workers.
- Ensure all data and information have been recorded correctly and that emotional support systems have been available to all shift participants.

Duties and responsibilities

Main Duties

- To support women and girls who are survivors of sexual violence and abuse non-judgementally, applying a feminist and empowering approach towards survivors, their abilities and choices.
- Cover shifts as needed to support the capacity of the helpline, email and/or live chat services and ensure they operate as advertised.
- Record all data and information following CRCC's standards and procedures.

Team support duties

- Support shift colleagues if they have issues. These may be to do with tech systems or recording data and information.
- Facilitate the support systems in and around shifts and ensure they are available for all individuals involved.

Individual responsibilities

- To always maintain professional manners and boundaries.
- To attend Reflective Practice once a month.
- To attend 1-1s with the Emotional Support Services Manager as requested.
- To follow all CRCCs policies and procedures, including confidentiality, safeguarding and data protection processes.
- To share all relevant information with the Emotional Support Services Manager.
- To be proactive in communicating with the Emotional Support Services Manager if anything from her role is impacting her in a way that she feels she needs additional support to manage.
- Answer communications from the Emotional Support Services Manager promptly.
- To keep the Emotional Support Services Manager informed of any exceptional circumstances that means she is no longer able to cover agreed shifts.
- To be willing to constructively reflect on her work and the work of colleagues and peers.
- To attend any relevant training and CPD opportunities, as and when offered to the Emotional Support Services Team.
- Undertake any other reasonable duties consistent with this role as requested by and agreed with the Emotional Support Services Manager.
- The Counsellor is engaged on a self-employed basis and is responsible for her own tax and NI payments.

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Person Specification

Short-listing and subsequent selection for this post will be determined by the extent to which you meet the requirements detailed in this person specification. You should try to demonstrate on the application form the extent to which you satisfy each of the points of this specification.

	Essential criteria	Assessed by
Experience (previous/current work, paid or voluntary, and any other experience)	• Experience of providing mental health support or support around trauma • Experience of working in a team and/or in close collaboration with others	Application and interview
Knowledge	• Knowledge of the nature of sexual violence and abuse and its impacts on women and girls. • An understanding of the importance of confidentiality and data protection principles	Application and interview
Skills and abilities	• Ability to maintain confidentiality. • Able to and committed to attending the whole training and induction programme. • Generally available during shift times - Wednesdays from 6.30pm to 9.45 pm and Sundays from 9:30 am to 12:45pm. • To be willing to have helpline and live chat assessments and to complete email practices. • Able to usually identify, communicate and understand own needs and feelings • Ability to manage own time and workload effectively • Ability to take initiative and to problem-solve • Ability to work independently and as part of a team • Secure written and verbal skills with the ability to adapt to suit different people's registers and communication needs • Administrative and computer skills in Microsoft Office • Understanding and full commitment to Equal Opportunities and anti-oppressive practice	Application and interview

	Essential criteria	Assessed by
Values and attitudes	• A willingness to participate in training and professional development • Commitment to delivering a quality service for women and girls survivors of sexual violence. • Commitment to confidentiality and safety of self and others • Commitment to equal opportunities and anti-oppressive practice • Commitment to upholding the values, policies and procedures of CRCC	Application and interview
	Desirable Criteria	Assessed by
Experience (previous/current work, paid or voluntary, and any other experience)	• Experience of having provided mental health support or support around trauma over phone, email or live chat • Experience of supporting women and girls in a professional or volunteer role • Experience of supporting survivors of sexual violence and abuse	Application and interview
Knowledge	• Thorough knowledge of the nature of sexual violence and abuse and its impact on women and girls	Application and interview