



**edinburgh rape crisis centre**  
supporting survivors of sexual violence

## **Senior Support Worker and Counsellor (28 hours)**

### **Job Description**

<b>Title:</b>	<b>Senior Support Worker and Counsellor</b>
<b>Salary:</b>	£30,482 pro-rata
<b>Hours:</b>	28 hours per week
<b>Length of post:</b>	This post is funded by the Edinburgh Integration Joint Board until March 2022.
<b>Location:</b>	Edinburgh
<b>Holiday entitlement:</b>	25 days annual leave; 10 days public holiday (pro-rata)
<b>Pension Entitlement:</b>	Employer contribution at 8% to Pensions Trust Flexible Retirement Scheme
<b>Responsible to:</b>	Operational Manager
<b>Supervision:</b>	Internal supervision provided every 6 weeks. External practice support (supervision) provided at a frequency agreed with your line manager
<b>Training:</b>	Standard training budget (£600 pro- rata) applies to this post.

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### **Job Summary**

The post-holder will be responsible for line-managing and supervising staff and volunteers delivering specialist advocacy and counselling support services in Edinburgh, East and Midlothian to women, non-binary people, all members of the transgender community and young people aged 12 and over who have experienced any form of sexual violence at any time in their lives, including, rape, sexual assault, child sexual abuse or commercial sexual exploitation. In particular the post-holder will lead on the coordination and development of ERCC's support and advocacy project for survivors who have reported to the police, or who are considering making a report.

The post-holder will also carry a counselling support and/or advocacy support caseload and will be required to work across the different functions of ERCC's services including initial

assessment, short and long term support, group support and text/email support. The post-holder will take an approach informed by an understanding of trauma, including complex trauma.

The post-holder will also work alongside ERCC's management team to contribute to the operational and strategic leadership of the organisation.

## **Main duties include**

### *Working with survivors*

1. Providing regular face- to face counselling support and/or advocacy support sessions to survivors of sexual violence.
2. Conducting initial assessments working with survivors to identify their needs, goals and outcomes from support and assess the suitability of ERCC to their needs.
3. Facilitating group work.
4. Providing support through other communication methods e.g. email/phone/text.

### *Development and coordination*

5. Lead on the development and coordination of ERCC's Advocacy project to ensure responsiveness to survivors' needs, as agreed with the Operational Manager.

### *Management and leadership*

6. Provide high quality line management to staff and volunteers, including; support and supervision, oversee caseloads and allocated tasks, and ensure record-keeping and monitoring and evaluation are up-to-date.
7. Ensure accurate records of all supervision are kept, and facilitate annual appraisals with supervised staff, working with them (1) to identify and work towards targets and outcomes for their work (work-planning) and (2) identifying strengths and areas for development.(personal development planning.)
8. Use appropriate workload management techniques and ensure work is delegated effectively to staff.
9. Work the Operational Manager to ensure delivery of support services adhere to Rape Crisis Service Standards, relevant legislation and organisational policies.
10. Model a resilient approach to working in the service demonstrating the importance of self-care and boundary setting.

11. Work with the Operational Manager to implement strategic plan as relevant to the support service.
12. Deputise for the Operational Manager when required, including provision of management cover and responsibility for safeguarding.
13. Work with management team to conduct a regular review of ERCC's services against the identified service outcomes and targets.

#### *Working with others*

14. Establish and maintain effective working relationships with staff from other agencies, including the police, to ensure holistic needs of survivors are met.
15. Promote effective partnership working with key stakeholders, including participation at relevant multi-agency / strategic partnerships.
16. Raise awareness of issues around sexual violence through training inputs, promotional events, talks etc.
17. Work effectively with the ERCC paid and volunteer worker team, attending meetings as required.

#### *Working effectively and safely*

18. Attend internal training and practice development sessions.
19. Ensure adherence to all relevant legislation and organisational policies including child and adult protection procedures, health and safety and lone working.
20. Work in accordance with ERCC's policy on equality and diversity.

#### *Recording, reporting, monitoring and evaluating*

21. Keeping accurate records of support provided
22. Contributing data to allow ERCC to monitor and evaluate its services- including use of the OASIS data management system.
23. Contribute to the writing of applications and reports for funders and ERCC's Board of Directors.
24. Work with the operational manager and support worker team to assess need and demand on the service and how best to address this.

This job description is not exhaustive and, following consultation, the post holder may be required to fulfil other responsibilities and tasks or cease any of the tasks given above.

## Person Specification

Criteria	Essential	Desirable
<b>Understanding of issues related to sexual violence</b>	Able to clearly articulate a feminist analysis of gender inequality and sexual violence.	Able to demonstrate a commitment to tackling men's violence against women and girls
	Understanding of the gendered dynamics and broad ranging of impacts of sexual violence, including rape, sexual assault, child sexual abuse and commercial sexual exploitation.	
<b>Management and leadership</b>	Demonstrable experience of managing, supporting and supervising staff and/or volunteers.	Experience of promoting and sustaining volunteering within an organisation
	Demonstrates a resilient approach, adopting and modelling strategies for managing workload, maintaining appropriate boundaries and promoting self-care.	
	Experience in, and knowledge of service planning and development	
<b>Working with survivors</b>	Experience of providing individual counselling and/or advocacy support for survivors of sexual violence using a trauma-informed and survivor-centred approach.	Experience of delivering outreach support
	Qualification in counselling at diploma level or above.	Experience and skills in facilitating group support.
		Knowledge of the criminal justice system, including reporting to the police and the legal system.
<b>Working with others</b>	Ability to work collaboratively with key stakeholders to represent and promote ERCC and improve responses to survivors or sexual violence.	
	Ability to work effectively as part of a team, and provide leadership when required	Experience of chairing meetings and/or facilitating working groups
<b>Working effectively and safely</b>	Ability to work according to relevant legislation, policy and procedures in support work, and to ensure others work in accordance with these.	Relevant training in these legislative areas.
	Understanding of relevant legislation (vulnerable adults, child protection, sexual offences, adults with incapacity).	
	Clear commitment to equality and diversity, and anti-discriminatory practice.	

<b>Criteria</b>	<b>Essential</b>	<b>Desirable</b>
<b>Recording, reporting, monitoring and evaluating</b>	Ability to ensure effective operation of systems for recording and reporting in relation to the support service, in accordance with ERCC data protection policy.	Experience of writing applications and reports to funders.
	Knowledge of relevant monitoring and evaluation systems and commitment to ensuring their effective operation.	
<b>Using IT and systems</b>	Competent Microsoft user (Outlook, Excel, Powerpoint and Word).	Familiarity with using online case management/outcomes recording systems (e.g. OASIS, I-ROC, Better Futures etc)