



## Adult Support Services: Senior Support Worker and Counsellor (28 hours)

### Job Description and Person Specification

<b>Title:</b>	<b>Senior Support Worker and Counsellor</b>
<b>Salary:</b>	£31,094 pro-rata
<b>Hours:</b>	28 hours per week
<b>Length of post:</b>	This post is funded by the Scottish Government until 30 September 2021
<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>	Services 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 counselling support and advocacy services in Edinburgh, East and Midlothian to women, non-binary people and all members of the transgender community who have experienced any form of sexual violence at any time in their lives, including, rape, sexual assault, sexual abuse, sexual bullying and harassment, stalking, commercial sexual exploitation and organised abuse.

The post-holder will also carry a counselling support caseload and will be required to work across the different functions of the service including initial assessment, short and long term support, group support and phone/video 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**

### *Management and leadership*

1. 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.
2. 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).
3. Use appropriate workload management techniques and ensure work is delegated effectively to staff.
4. Work with the Services Manager to ensure delivery of support services adhere to Rape Crisis Service Standards, relevant legislation and organisational policies.
5. Model a resilient approach to working in the service demonstrating a clear understanding of the importance of and commitment to self-care and boundary setting.
6. Work with the Services Manager to implement the strategic plan as relevant to the support services.
7. Deputise for the Services Manager when required, including provision of management cover and responsibility for safeguarding.
8. Work with the management team to conduct a regular review of ERCC's services against the identified service outcomes and targets.

### *Working with survivors*

9. Provide regular face to face counselling support sessions and/or advocacy support sessions as required to survivors of sexual violence.

10. Conduct initial assessments working with survivors to identify their needs, goals and outcomes from support and assess the suitability of ERCC to their needs.
11. Work on a community outreach basis as necessary.
12. Facilitate group work programmes for survivors.
13. Provide support through other communication methods e.g. email/phone/video call/text.

#### *Development and coordination*

14. Lead on the development of the ERCC's Adult support services to ensure responsiveness to survivors' needs, as agreed with the Services Manager.
15. Create appropriate resources for the Adult support services and, in liaison with the Services Manager, develop appropriate processes and protocols for the services.

#### *Working with others*

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

#### *Working effectively and safely*

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

*Recording, reporting, monitoring and evaluating*

23. Keeping accurate records of support provided
24. Contributing data to allow ERCC to monitor and evaluate its services- including use of the OASIS data management system.
25. Contribute to the writing of applications and reports for funders and ERCC's Board of Directors.
26. Work with the Services Manager and adult support services 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**

<b>Criteria</b>	<b>Essential</b>	<b>Desirable</b>
<b>Understanding of issues related to sexual violence</b>	<ul style="list-style-type: none"> <li>• Able to clearly articulate a feminist analysis of gender inequality and sexual violence.</li> <li>• Understanding of the gendered dynamics and broad ranging of impacts of sexual violence, including rape, sexual assault, child sexual abuse and commercial sexual exploitation.</li> </ul>	<ul style="list-style-type: none"> <li>• Able to demonstrate a commitment to tackling men's violence against women and children</li> </ul>
<b>Management and leadership</b>	<ul style="list-style-type: none"> <li>• Demonstrable experience of managing, supporting and supervising staff and/or volunteers.</li> <li>• Demonstrate a resilient approach, adopting and modelling strategies for managing workload, maintaining appropriate boundaries and promoting self-care.</li> <li>• Experience in, and knowledge of service planning and development</li> </ul>	<ul style="list-style-type: none"> <li>• Experience of promoting and sustaining volunteering within an organisation</li> </ul>

<b>Working with survivors</b>	<ul style="list-style-type: none"> <li>• Experience of providing individual counselling and/or support for survivors of sexual violence using a trauma-informed and survivor-centred approach.</li> <li>• Qualification in counselling/psychotherapy at diploma level or above.</li> <li>• Experience and skills in facilitating group support.</li> </ul>	<ul style="list-style-type: none"> <li>• Experience of delivering outreach support</li> <li>• Knowledge of the criminal justice system, including reporting to the police and the legal system</li> </ul>
<b>Working with others</b>	<ul style="list-style-type: none"> <li>• Ability to work collaboratively with key stakeholders to represent and promote ERCC and improve responses to survivors or sexual violence.</li> <li>• Ability to work effectively as part of a team, and provide leadership when required</li> </ul>	<ul style="list-style-type: none"> <li>• Experience of chairing meetings and/or facilitating working groups</li> </ul>
<b>Working effectively and safely</b>	<ul style="list-style-type: none"> <li>• Ability to work according to relevant legislation, policy and procedures in support work, and to ensure others work in accordance with these.</li> <li>• Understanding of relevant legislation (vulnerable adults, child protection, sexual offences, adults with incapacity).</li> <li>• Clear commitment to equality and diversity, and anti-discriminatory practice.</li> </ul>	<ul style="list-style-type: none"> <li>• Relevant training in these legislative areas.</li> </ul>
<b>Recording, reporting, monitoring and evaluating</b>	<ul style="list-style-type: none"> <li>• Ability to ensure effective operation of systems for recording and reporting in relation to the support service, in accordance with ERCC data protection policy.</li> <li>• Knowledge of relevant monitoring and evaluation systems and commitment to ensuring their effective operation.</li> </ul>	<ul style="list-style-type: none"> <li>• Experience of writing applications and reports to funders.</li> </ul>
<b>Using IT and systems</b>	<ul style="list-style-type: none"> <li>• Competent Microsoft user (Outlook, Excel, Powerpoint and Word).</li> </ul>	<ul style="list-style-type: none"> <li>• Familiarity with using online case management/outcomes recording systems (e.g. OASIS, I-ROC, Better Futures etc)</li> </ul>