**Background Information on Forth Valley Rape Crisis Centre**

Forth Valley Rape Crisis Centre is based in Stirling. We offer free support anyone over 13 who has been affected by any form of sexual violence. We work across the whole Forth Valley area of Clackmannanshire, Falkirk and Stirlingshire. This particular post will be responsible for the management and development of our young persons support service (supporting survivors agreed 13-25). This is a hugely rewarding and varied role, and you will be joining a close-knit team who are passionate about providing the best possible support to survivors of sexual violence.

**Beliefs and Values**

Core beliefs

We believe that:

* sexual violence is both a cause and a consequence of inequality amongst genders. It is the result of harmful ideas about gender which influence all parts of society, from personal relationships to institutional responses
* we live in a society where dominant ideas about gender limit the freedom and rights of women, children and LGBTQ+ people and perpetuate negative stereotypes of masculinity for men
* many of the societal inequalities that exist amongst genders result from sexual violence, for example, disruption to education, limited access to housing or negative impacts on mental health
* sexual violence is often perpetrated as a form of hate crime where a person experiences violence as an attack on their identity. For example, it is often perpetrated as a form of homophobic or transphobic abuse
* gender based violence requires an evidence-based, gender-specific response
* survivors are the experts in their own experience and we will support them to exercise control and direction of their own lives

**Our Values**

**Kindness**

We recognise the importance of kindness and humanity in creating a warm, supportive and welcoming environment in the Centre itself, and for building strong relationships amongst staff, survivors, volunteers and trustees. FVRCC should be somewhere that feels good to be. We believe that kindness can improve resilience, strengthen the ability to withstand stress and challenges, and can contribute to positive, creative solutions. This means that we will:

* make space and time for "softer" values and activities, such as thera-pets, gardening and self-care workshops
* we see our employees as people first, and seek to understand and take account of personal circumstances and challenges
* recognise the impact that working with trauma has on people, and ensure that effective support arrangements are both put in place and used
* proactively recognise, monitor and, where possible, remove barriers to our services and to our governance

**Innovation**

We have the freedom to dream, and to imagine without boundaries the changes we want, to be creative, and to plan how to achieve those changes within the context of our current environment and values. This means that we will:

* welcome and create the space for creative and innovative thinking
* understand and pursue the needs of survivors, and develop innovative practice
* accept the risk that some things may fail, ensure that we learn from both success and failure, and build evidence
* listen to and respect the ideas and opinions of others
* create and maintain a learning culture, and invest in skills and development of staff, volunteers and trustees, building the capacity of the organisation
* be open minded, and consider the best ways to achieve objectives rather than simply following accepted wisdom or practices

**Survivor- centred**

Survivors and survivors' needs are at the heart of our thinking, planning and practice. We will:

* listen to survivors voices and ensure they are represented at all levels of the

organisation

* create an environment in which survivors can flourish and are empowered
* ensure that survivors views and ideas guide and shape our campaigning, decisions and service development

**Diversity and representation**

We are committed to improving diversity and representation as we recruit staff, volunteers and trustees, and to identifying and reducing the barriers to access for services. We will:

* support the participation and representation of different ethnic and racial identities, people with disabilities, age, sexual orientation and gender identity and the communities (urban and rural) of Forth Valley.
* proactively advertise and publicise opportunities and events across a broad range of organisations, communities and websites
* record progress through skills and governance audits, equal opportunities monitoring and gathering feedback from volunteers, survivors and participants

**Transparency**

We will all be as open and participative as possible, within the limitations of confidentiality and personal safety. We will:

* ensure that the survivors we support understand the nature of and limitations to confidentiality agreements
* have a fair, transparent and accessible complaints process

**Our pledge**

We will ensure that our core beliefs and values are at the heart of our governance, decision-making, campaigning and the development of our practice and our services.

**Young Persons Support Services: Senior Support Worker and Counsellor**

**Job Description and Person Specification**

**Title: Senior Support Worker and Counsellor**

**Salary**: £30,000

**Hours:**  35 hours per week

**Length of post:** Currently funded until 30 September 2023

**Location:** Stirling with travel across the Forth Valley area

**Holiday entitlement: 42 days (inclusive of public holidays)**

**Pension Entitlement:** 6% employer contribution

**Responsible to:** Head of Service

**Supervision:** Internal supervision provided every 6 weeks. External practice support (supervision) provided at a frequency agreed with your line manager

**Job Summary**

The post-holder will be responsible for managing our Young Persons Support Service. This will involve line-managing staff and delivering specialist counselling support and advocacy services to survivors (aged 13-25) of sexual violence in the Forth Valley area.

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 FVRCC 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
3. Use appropriate workload management techniques and ensure work is delegated effectively to staff.
4. Work with the Head of Service 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 reflective practice.
6. Work with the Head of Service to implement the strategic plan as relevant to the support services.
7. Deputise for the Head of Service when required, including provision of management cover and responsibility for safeguarding.
8. Work with the management team to conduct a regular review of FVRCC’s services against the identified service outcomes and targets.

*Working with survivors*

1. Provide regular face to face counselling support sessions as required to survivors of sexual violence.
2. Conduct initial assessments working with survivors to identify their needs, goals and outcomes from support and assess the suitability of FVRCC to their needs.
3. Work on a community outreach basis as necessary.
4. Facilitate group work programmes for survivors.
5. Provide support through other communication methods e.g. email/phone/video call/text.
6. Lead by example through modelling best practice and adherence to practice guidelines.

*Development and coordination*

1. Lead on the development of the FVRCC’s Young Persons support services to ensure responsiveness to survivors’ needs, as agreed with the Head of Service
2. Create appropriate resources for the Young Persons support services and, in liaison with the Head of Service, develop appropriate processes and protocols for the services.

*Working with others*

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

*Working effectively and safely*

1. Attend internal training and practice development sessions.
2. Ensure adherence to all relevant legislation and organisational policies including child and adult protection procedures, health and safety and lone working.
3. Work in accordance with FVRCC’s policy on equality and diversity.

*Recording, reporting, monitoring and evaluating*

1. Keeping accurate records of support provided
2. Contributing data to allow FVRCC to monitor and evaluate its services- including use of the OASIS data management system.
3. Contribute to the writing of applications and reports for funders and FVRCC’s Board of Directors.
4. Work with the Head of Service and Young Persons 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**

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| **Criteria** | **Essential** | **Desirable** |
| **Understanding of issues related to sexual violence** | * Able to clearly articulate a feminist analysis of gender inequality and sexual violence.
* Understanding of the gendered dynamics and broad ranging of impacts of sexual violence, including rape, sexual assault, child sexual abuse and commercial sexual exploitation.
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| **Management and leadership** | * Demonstrable experience of managing, supporting and supervising staff and/or volunteers.
* Demonstrate a resilient approach, adopting and modelling strategies for managing workload, maintaining appropriate boundaries and a commitment to reflective practice
* Experience in, and knowledge of service planning and development
 | * Experience of promoting and sustaining volunteering within an organisation
* Experience of developing and communicating policies, processes and procedures
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| **Working with survivors** | * Experience of providing individual counselling and/or support for survivors of sexual violence using a trauma-informed and survivor-centred approach.
* Experience of working with young people in a therapeutic context
* Qualification in counselling/psychotherapy at diploma level or above.
* Experience and skills in facilitating group support.
 | * Experience of delivering outreach support
* Knowledge of the criminal justice system, including reporting to the police and the legal system
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| **Working with others** | * 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
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| **Working effectively and safely** | * Ability to work according to relevant legislation, policy and procedures in support work, and to ensure others work in accordance with these.
* Understanding of relevant legislation (vulnerable adults, child protection, sexual offences, adults with incapacity).
* Clear commitment to equality and diversity, and anti-discriminatory practice.
 | * Relevant training in these legislative areas.
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| **Recording, reporting, monitoring and evaluating**  | * Ability to ensure effective operation of systems for recording and reporting in relation to the support service, in accordance with ERCC data protection policy.
* Knowledge of relevant monitoring and evaluation systems and commitment to ensuring their effective operation.
 | * Experience of writing applications and reports to funders.
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| **Using IT and systems** | * 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)
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