

JOB DESCRIPTION

TITLE:	Support Worker (Emotional and Therapeutic Support and Triage Service)
RESPONSIBLE TO:	Service Manager
LOCATION OF POST:	Glasgow City Centre Head Office and community bases in Glasgow, Inverclyde, East Renfrewshire, Renfrewshire, East Dunbartonshire, and West Dunbartonshire
SALARY:	SCP 31 / £29,060
CONTRACT TERM:	To 1 April 2026, subject to the successful competition of a 6-month probation period. Continuation beyond this term will be performance and funding-dependent.
APPLICATION PROCESS:	Please send a cover letter of no more than 2 pages to claire@rapecrisiscentre-glasgow.co.uk outlining your suitability for the tasks and responsibilities of the role and how they meet the essential and preferred criteria by noon on Tuesday, 1 April. Interviews will be held in person in Glasgow on Thursday, 17 April.

ABOUT THIS ROLE

A PVG check will be undertaken as part of the selection process. Only women need to apply under Schedule 9, Part 1 of the Equality Act 2010.

This is a key role in Glasgow and Clyde Rape Crisis Centre's Core service that provides specific support services to girls and women. The role requires a strong commitment to anti-discriminatory and equality work and must demonstrate experience working directly with girls and women. The post holder will be comfortable and confident in representing the service externally across agencies. Experience and understanding of working within

an organisation that operates within a feminist, equality, and human rights framework is preferable for this role. Joining an already established team, this role will work for the Service Manager for the Project whilst also being accountable for maintaining and applying the values, principles and competencies for the role to the Director of the Centre. This role is possible due to funding received from Delivering Equally Safe.

MAIN TASKS AND RESPONSIBILITIES:

1. To offer trauma-informed support to women and girls who have experienced any form of sexual violence at any time in their lives in the form of telephone support, face-to-face support, group work, email support or another form of communication agreed upon with the line manager.
2. To provide support via community-based drop-in locations across Glasgow, Inverclyde, East Renfrewshire, Renfrewshire, East Dunbartonshire and West Dunbartonshire, or in further and higher education campuses in the same areas.
3. To liaise with external agencies for referrals coming in to or being made from GCRC. Link with relevant agencies to promote the support service, including health services, police and support agencies as appropriate.
4. To undertake triage assessments with survivors on GCRC waiting lists.
5. To contribute positively to your practice's practical evaluation and reflective assessments.
6. Participate in regular support and supervision sessions with the line manager and prepare regular reports, including statistical data for monthly case reviews.
7. Attend internal meetings as required and appropriate to the post.
8. Participate in new volunteer and other internal or external training as required.

9. As directed by the Service Manager, attend meetings of relevant operational networks, partnerships or groups so that links with other organisations can be made or strengthened and the needs of survivors met.
10. To record and file all statistics/information about support as required by Glasgow and Clyde Rape Crisis.
11. To comply with GCRC's Operational and Professional Practice Policies and Procedures.
12. To adhere to the organisation's values, competencies and performance framework.
13. To uphold GCRC's reputation as a positive ambassador and in representing organisational positions.
14. Participate in ongoing training as provided by GCRC and take responsibility for ongoing personal development, including access to external support.
15. Any other duties relevant to the support worker post that have been agreed upon with the line manager.