



## **Job Description – Outreach worker (Lowestoft)**

<b>Job title:</b>	Outreach Worker (1 Year fixed term contract – this may be extended dependent on funding)
<b>Main purpose of job:</b>	Providing online emotional and practical support to women and girl survivors
<b>Based:</b>	Lowestoft (with travel throughout Suffolk)
<b>Reporting to:</b>	Senior Outreach Worker
<b>Hours:</b>	Full time (37 hours per week)
<b>Salary:</b>	£25,704 pro rata

The Outreach worker is an exciting opportunity to join SRC's expanding outreach team, providing wellbeing and practical support to women survivors across Suffolk. This post, initially for 12 months, will support the expansion of the service and develop SRC's outreach provision in Lowestoft. With an excellent understanding of delivering needs-led and trauma-sensitive services, the Outreach Worker will provide life-changing and life-saving support to women in Suffolk when they need it most.

Flexible working and job sharing will be considered.

### **About Suffolk Rape Crisis**

SRC is a specialist, feminist sexual violence service run by and for women. We work to support survivors of sexual violence and to challenge the underlying attitudes that allow Violence Against Women and Girls (VAWG) to continue. SRC provides support to all self-identified women and girls aged 14 and above who have experienced any form of sexual violence, at any point in their lives.

SRC provides a range of person-centred services to meet the needs of diverse women in Suffolk, including counselling, outreach, helpline and online support. SRC also takes part in both local and national feminist activism, including coordinating the annual Ipswich Reclaim the Night March.

**Our Vision:** A world free from sexual violence and gender inequality



**SUFFOLK  
RAPE CRISIS**

**Our Mission:** To work as part of a worldwide movement to ensure that women and girls experiencing any form of sexual violence in our community are able to access needs-led, specialist support. At the same time we will challenge the underlying attitudes that allow sexual violence to continue.

**Our values:**

- Empowerment
- Diversity
- Transparency
- Change

**Benefits:** Competitive salary, 30 days annual leave, pension scheme, family friendly working practices, including enhanced parental leave.

An enhanced Disclosure Barring Service (DBS) certificate will be required for this role.

SRC is committed to quality, equality and diversity and welcomes applications from all sections of the community. SRC would welcome applications from BAME women who are currently underrepresented within our team. This post is restricted to women due to the nature of the role. The Occupational Requirement under Schedule 9 (part 1) of the Equality Act 2010 applies.

**Main Responsibilities of the Online Outreach Worker**

**Outreach Support**

- Make contact with all women referred to the service by themselves or a third party
- Undertake needs and risk assessments with survivors
- Develop individual support plans in collaboration with survivors
- Help women to access services to which they are entitled, sexual health follow-up services, making referrals to mental health services and local voluntary organisations, support groups, wellbeing services, assisting with the arrangement of child-care and return to work, getting more active, support with housing, benefits, debt, supporting clients wherever there are external stressors in their life which are becoming unmanageable.
- Provide face-to-face, email, live chat and online video support (non-therapeutic) to women and their supporters where appropriate
- Help women to develop own support network
- Explain criminal, legal and if relevant, civil remedies and housing options to clients and seek expert guidance where necessary



- Provide information and support in relation to Criminal Injuries Compensation
- Where relevant, keep other agencies informed about important changes in service user' situation with their consent
- Manage a caseload
- Maintain and monitor records of all cases, using SRC's database system
- Advocate for survivors to ensure they are able to access the services they are entitled to
- To recognise, respect and address the needs of service-users who face particular barriers when seeking help to access the service, including those from different ethnic and cultural backgrounds, LGBT communities, disabled people, women with complex needs and other minoritised groups
- To monitor and evaluate effectiveness of the service

### **Group work**

- Develop and run Lowestoft-based support groups based on evidenced need
- Work with the outreach team to ensure accessible, needs-led groupwork provision is available to women across the county

### **External**

- Build positive links with local voluntary and statutory agencies to be able to better support and signpost survivors. And to promote SRC and the service
- To work closely alongside partners and other agencies, including the police, CPS, ISVA's, IDVA's, court service, Witness Service, to ensure support is given when accessing the Criminal Justice System. Along with social services, education, primary care trust (mental and sexual health) and other voluntary sector organisations
- Undertake advocacy and provide feedback to other agencies
- To provide specialist advice to other workers and agencies, including participation in delivery of training sessions

### **General**

- Follow SRC safeguarding policies and procedures
- To adhere in full to all SRC's organisational policies and procedures.
- To be administratively self-servicing.
- To ensure that security of sensitive information is maintained and complies with the requirements of The *Data Protection Act* 2018 and other legislation.
- Attend regular, group or 121 clinical supervision



- Attend regular management supervision in line with SRC procedures
- Ensure information on the organisation’s database is accurate and up to date
- Follow procedures and protocols with other services so that the safety of the survivor is kept central to any process.
- Contribute to the development of service policies, protocols, guidelines and strategies within area of practice as necessary
- To keep up to date with relevant legislation, policy and practice issues
- To participate in team meetings, peer review and any relevant training
- To be fully aware of resources available regarding interpreters, signers etc.
- To undertake any other related activities as required by the CEO or the Board of Trustees

**PERSON SPECIFICATION- OUTREACH WORKER**

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, where possible in terms of past experience.

Specification	Essential or Desirable	Assessment Method*
<b>Education and qualifications</b>		
<ul style="list-style-type: none"> <li>• Good standard of general education</li> <li>• A relevant professional qualification/accredited training in VAWG, supporting survivors, social work, ISVA</li> </ul>	E D	A A
<b>Experience</b>		
<ul style="list-style-type: none"> <li>• Experience of sensitively assessing and responding to the needs and risks of women and girls subjected to sexual violence or other strands of violence against women and girls</li> <li>• Experience of working with partner organisations to achieve positive outcomes for survivors</li> <li>• Experience supporting service users via text, email and online (via video link or live chat)</li> </ul>	E E E	A/I A/I A/I



<ul style="list-style-type: none"> <li>• Experience of developing new services or responding with solutions based on emerging evidence of need</li> <li>• Experience facilitating support groups</li> <li>• Proven experience in advocating for service users</li> <li>• Proven experience of safeguarding children and vulnerable adults</li> </ul>	<p>D</p> <p>D</p> <p>E</p> <p>E</p>	<p>A/I</p> <p>A/I</p> <p>A/I</p> <p>A/I</p>
<p><b>Abilities/skills/knowledge</b></p>		
<ul style="list-style-type: none"> <li>• Evidence of an awareness of the dynamics and impact of sexual violence and other forms of violence against women and girls and how best to support survivors</li> <li>• Evidence of the ability to build and develop supportive relationships with service users while maintaining professional boundaries</li> <li>• Ability to work with survivors in an empathic, empowering and creative way</li> <li>• Demonstrable knowledge and understanding of the needs of women who face additional barriers including BAMER, LBT and disabled women experiencing violence against women and girls and how discrimination affects them</li> <li>• Evidence of excellent IT skills, including Microsoft Office, and collecting and analysing information using databases</li> <li>• Evidence of excellent knowledge of different online platforms to engage with audiences</li> <li>• Up to date knowledge of housing, criminal, civil and welfare rights legislation relating to violence against women and girls</li> <li>• Evidence of the ability to manage casework effectively with evidence of a methodical and well organised approach</li> <li>• Demonstrable strong written and verbal communication skills; to be able to write reports, deliver presentations, and to communicate with stakeholders in a clear and effective way</li> <li>• Able to demonstrate good self-reflective practice</li> </ul>	<p>E</p>	<p>A/I</p> <p>A/I</p> <p>A/I</p> <p>A/I</p> <p>A/I/T</p> <p>A/I</p> <p>A/I</p> <p>A/I</p> <p>A/I/T</p> <p>A/I</p>



<ul style="list-style-type: none"> <li>Ability to practice and model good self-care</li> </ul>	E	A/I
<b>General</b>		
<ul style="list-style-type: none"> <li>A commitment to follow the policies and procedures of SRC</li> <li>A commitment to the feminist ethos and values of SRC</li> <li>Ability to work evenings and weekends as required</li> <li>Have own transport, with a clean driving licence</li> </ul>	E E E D	I I I I

**\*Assessment method:**

A: Application    I: Interview    T: Test

**Notes**

- 1) This post is subject to the Rehabilitation of Offenders Act (Exceptions Order) 1975. Due to the nature of our work it will be necessary for an enhanced disclosure to be made to the Disclosure and Barring Service for details of any previous criminal convictions which are not protected under the Act.
- 2) Occupational Requirement under Schedule 9 (part 1) of the Equality Act 2010 applies.

**Completed applications should be sent to [a.wilson@srchelp.org.uk](mailto:a.wilson@srchelp.org.uk) by 5pm on Sunday 8<sup>th</sup> August 2021.**