



Job Description – Outreach Worker

Job title:	Outreach Worker (1 Year fixed term contract – this may be extended dependent on funding)
Locations:	Ipswich & East Suffolk (Primarily Ipswich based but there may be travel across Suffolk. Flexible working will be considered)
Responsible to:	Senior Outreach Worker
Hours:	25 hours per week (these hours are flexible and flexible working will be considered)
Salary:	£26,989 (pro rata)

About Suffolk Rape Crisis

Suffolk Rape Crisis (SRC) is a specialist sexual violence service working with women and girls who have experienced any form of sexual violence at any point in their lives.

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

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

Main Purpose of the post:

To work within a combination of office based, online, phone and community settings to provide a pro-active service to women and girls age 14 and over and who are survivors of sexual violence:

- Provide a survivor-focused, independent service
- Empower clients to improve their emotional and physical wellbeing and improve their sense of self
- support clients to access their rights
- support clients access health and other services they require

- Support client to highlight their current needs and empower clients to make positive change in these areas
- provide support through the criminal justice system if necessary
- To set up and run groups for survivors

Duties and Responsibilities

Outreach casework

- Manage an agreed caseload of clients.
- Contact (e.g. via text and phone) women who have self-referred to the service, been referred through other SRC services, or through a third party and complete necessary assessment paperwork
- Provide face to face, telephone, email & online virtual emotional and practical support (non-therapeutic) to women.
- Travel to meet women and girls in spaces that feel safe and convenient for them, in order to meet face to face.
- Undertake needs and risk assessments with survivors
- Develop individual support plans in collaboration with survivors and follow up with reviews as specified by SRC practice.
- Help women to access services to which they are entitled through providing information, signposting and advocacy e.g. sexual health follow-up, mental health services, local voluntary organisations, support groups, wellbeing services.
- Undertake advocacy and provide feedback to other agencies in line with confidentiality processes and with the agreement of the woman.
- Explain criminal, legal and if relevant, civil remedies and housing options to clients and seek expert guidance where necessary.
- Help women to develop their own support networks.
- 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.

Support Groups

- Set up, run and maintain support groups including the development and updating of relevant materials, as required.
- Support 'Community at SRC Facebook Group and provide information and support for survivors through SRC's social media accounts

Policies, procedures, legislation and data collection.

- Follow SRC safeguarding policies and procedures
- Maintain and monitor records of all cases, using SRC's database system ensuring it 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
- Work in accordance with all SRC policies, for example confidentiality, data protection, equality and diversity.
- Support the monitoring and evaluation of the service to ensure effectiveness, and encourage survivor feedback, as appropriate.
- Ensure that security of sensitive information is maintained and complies with the requirements of The *Data Protection Act 2018* and other legislation.

Supervision and learning development

- Attend regular, group and/or 1:1 clinical supervision as required.
- Attend regular management supervision in line with SRC procedures
- Participate in team meetings, and any relevant training
- Keep up to date with relevant legislation, policy and practice issues and resources available e.g. interpreters, signers etc
- Complete any accredited training to support this service.

Working with partner agencies

- Liaise with and help ensure effective relationships between SRC and Criminal Justice System partner agencies, to support consistent and appropriate services for survivors e.g. police, CPS, IDVAs, court service, Witness Service.
- Build positive links with local voluntary and statutory agencies to be able to better support and signpost survivors and promote the SRC services e.g. social services, mental and sexual health agencies, and other voluntary sector organisations.
- Attend multi-agency meetings as appropriate
- Provide specialist advice to other workers and agencies and participate in delivery of training sessions as appropriate.

General

- Answer phones, taking referrals, answering queries, signposting and providing accurate information about SRC services
- Contribute to SRC campaigns and advocacy work to ensure that women receive the services to which they are entitled.



- Contribute to the development and implementation of the SRC strategic plan
- Support SRC's social media strategy.

This job description may be updated by the trustees of SRC from time to time in order to meet the changing requirements of the job. Other duties may be required from time to time in line with the purpose and level of responsibility of the post.

Terms and Conditions:

The post is subject to a three-month probationary period. Termination of the post is subject to 4 weeks' notice on either side.

This post is exempt under Section 83 schedule 9, Part 1, 1.1(a) and (c) of the Equality Act 2010.

Holiday Entitlement: 30 working days per annum pro rata

PERSON SPECIFICATION- OUTREACH WORKER

ESSENTIAL	DESIRABLE
<p>Experience/knowledge</p> <ul style="list-style-type: none"> • Excellent understanding and knowledge of sexual violence and its impact • A good understanding of Violence against Women and Girls (VAWG) • Experience of supporting vulnerable women/survivors • Good understanding of the needs of vulnerable women • Experience of working with partner organisations to achieve positive outcomes for survivors/clients • Understand and demonstrate the importance of holding boundaries • Knowledge of local statutory and voluntary organisations and how to work with them effectively 	<ul style="list-style-type: none"> • Experience of working in the violence against women sector • Experience of supporting vulnerable women/survivors in a 1:1 support setting. • Experience of developing new services or responding with solutions based on emerging evidence of need • Experience facilitating support groups • Experience of effectively participating in 1:1 or group clinical supervision • Knowledge of outcomes-based monitoring and evaluation of service provision

<ul style="list-style-type: none"> • Experience supporting clients via text, email and online 	
<p>Skills and abilities</p> <ul style="list-style-type: none"> • Good communication skills both written and verbal • Able to build good rapport and communicate with people at all levels • Ability to work as part of team • Ability to work on own initiative and be a self-starter • Ability to work with clients/survivors in an empathic, empowering and creative way • Good interpersonal skills • A professional and flexible approach to work • Good organisational skills • Good record keeping, monitoring and report writing skills • Excellent IT skills including word-processing, spreadsheets and other applications • Demonstrable commitment to SRC's ethos and mission statement 	<ul style="list-style-type: none"> • Able to demonstrate good self-reflective practice • Ability to practice and model good self-care • Ability to develop systems and procedures • Ability to use databases
<p>Specialist knowledge</p> <ul style="list-style-type: none"> • Understanding and knowledge of violence against women issues and in particular barriers to accessing services • Understanding and knowledge around safeguarding issues • Understanding the importance of working with survivors using a trauma informed approach, and providing a needs led service 	<ul style="list-style-type: none"> • A good understanding of the Criminal Justice System
<p>Training and education</p> <ul style="list-style-type: none"> • Evidence of relevant professional or training qualifications 	<ul style="list-style-type: none"> • Evidence of continuing professional development • Evidence of SV & VAWG training or ISVA training

<ul style="list-style-type: none"> • Evidence of relevant professional or training qualifications in working with clients/ survivors in a support setting/ 1:1 setting • Safeguarding training 	
<p>Equality issues</p> <ul style="list-style-type: none"> • Understanding and commitment to equality and diversity – especially in regards to how this affects service delivery for marginalised and vulnerable women who have experienced sexual violence • A non-judgmental approach to work 	
<p>Other requirements</p> <ul style="list-style-type: none"> • Ability to work with in an office and out and about in the community meeting clients and have a flexible approach to working hours • Experience or willingness for lone working with survivors/clients • Have own transport, with a clean driving licence 	