



Coventry Rape and Sexual Abuse Centre

Job Description & Person Specification – Emotional Support Worker

Job Title:	Emotional Support Worker
Responsible to:	Helpline and Volunteer Coordinator
Salary:	£24,313 FTE per annum
Hours:	Part-time / 20 hours per week.

Job Description

Job Purpose

- To staff the CRASAC helpline in its core daytime hours, offering emotional support and taking referrals.
- To support the counselling service with emotional support calls to those on a counselling waiting list.
- To undertake administration as required by the role.

Key Competencies

The worker will be the first point of contact at CRASAC for new callers, existing helpline users, clients and professionals. The worker will have:

- Knowledge of sexual violence and the particular issues relevant to this client group, offering support whilst maintaining essential boundaries.
- Sound knowledge of all CRASAC services and will be able to triage referrals into CRASAC services or signpost to other relevant agencies.

Main Responsibilities

- To support the volunteer team with operational delivery of the helpline service.
- Maintain admin records and relevant data for reporting purposes.
- Work with the admin team to organise and deliver emotional support to clients on the counselling records.

Other

- Attend monthly line management.
- Attend CRASAC meetings where appropriate.
- Any other duties required as appropriate to the role.

Person Specification

All the qualities we are looking for may be demonstrated through skills and experiences in paid or unpaid work. Applicants need to demonstrate in their application and at interview that they possess all the essential requirements.

Essential Criteria

- Knowledge and understanding of the nature of sexual violence and abuse and its effects on victims and survivors.
- Knowledge of safeguarding and the importance of confidentiality in this area of work.
- Knowledge and understanding of discrimination and its impact on the individual and their ability to fully partake of services.
- Excellent organisational and prioritising skills.
- Excellent verbal and non-verbal communication / interpersonal skills.
- Ability to work on own initiative.
- IT competent – Word/Excel/databases.
- Be willing to undertake relevant training as required.
- Work within the policies and procedures of CRASAC and demonstrate a commitment to the values and ethos of the centre.
- Maintain agreed levels of confidentiality.