

Job description: SARC Crisis Worker

Reports to: SARC Manager

KEY RELATIONSHIPS: Sexual Offences Examiner, Forensic Nurse Examiner, SARC Manager, Administrator, Independent Sexual Violence Advisors and other staff from the SARC. The post-holder will also have substantial contact with, other support workers and police officers and any other agencies who specialise as sexual violence advisors.

CONTROLS ASSURANCE STATEMENT:

The purpose of this job description is to outline the level of responsibility and accountability of this post. This will ensure that all work undertaken by our staff is clearly identified and carried out under clear lines of accountability.

Main Role

JOB SUMMARY:

- 1.1 The Crisis Worker will be responsible for providing on-call support worker cover for the Forensic Examination Service at the Sexual Assault Referral Centre (SARC).
 - 1.2 This will include: providing telephone information and support; assisting the administration and management process of a client visiting the SARC including assisting in the collecting of forensic evidence; supporting use of the colposcope and medical care, providing advocacy support for the client and ensuring a high standard of DNA decontamination between forensic cases.
 - 1.3 The post holder will require access to a telephone, and in the event of a call out, will be expected to arrive at the SARC within 60 minutes or at other venues such as a hospital at an agreed time.
- 2. Duties**
- 2.1 To provide advocacy service and telephone support to callers in the context of a sensitive and non-judgmental service using effective communication skills.
 - 2.2 To inform individuals about the self-referral service and the choices available, ensuring that they are supported and informed in a sensitive and appropriate way.

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- 2.3 To offer information to enable informed decisions to be made in relation to medical care, forensic examination, psychosocial care and supporting a criminal prosecution using effective communication skills.
 - 2.4 To offer a welcoming environment to the service user and all agencies upon their arrival.
 - 2.5 To provide assistance to the clinician performing the forensic test and samples, assisting in the examination including use of the colposcope, helping to label and bag samples taken in evidence and supporting any needs of the service user within the examination.
 - 2.6 To offer and provide appropriate information on follow up services that the service user may find useful.
 - 2.7 To provide sensitive and non-judgmental support, enabling the service user to regain control and self-esteem.
 - 2.8 To provide support to friends and family in a sensitive and non-judgmental way.
 - 2.9 To maintain the suite to the exacting standards of cleanliness needed to minimise risk of DNA contamination (in accordance with Forensic Services).
 - 2.10 To update daytime staff regarding level of supplies available in the forensic suite as needed.
 - 2.11 To liaise with police, sexual offence examiners and co-workers at The SARC, ensuring professional hand -over of cases to daytime staff as required.
 - 2.12 To carry out basic life support, when required.
 - 2.13 To ensure all actions undertaken are consistent with service users wishes.
 - 2.14 To read all correspondence from management with updates etc and change your practice in line with any changes.
 - 2.15 To wear a name badge at all times while on duty.
 - 2.16 To develop a rapport with the client to establish feelings of trust. To demonstrate skills in active listening.
 - 2.17 To ensure the immediate and continued safety of clients whilst at the SARC.

3 Responsibilities

- 3.1 To participate in developing, monitoring and evaluating the out of hours service provision of the SARC.
- 3.2 To keep abreast of current development and research in relation to sexual assault and related areas.
- 3.3 To maintain accurate record keeping/documentation and to maintain confidential client notes as per protocols
- 3.4 To ensure all photocopying and SARC files are kept in accordance with the agreed administrative system.
- 3.5 To participate in training identified as necessary to carry out the functions of the post, including basic life support, safeguarding children, safeguarding adults, deliberate self-harm(risk assessment) and basic communication skills training, including telephone skills.
- 3.6 To be familiar with the defibrillation protocol, anaphylaxis protocol and with the resuscitation equipment.
- 3.7 To attend and participate fully in staff meetings and team training events where appropriate and/or required.
- 3.8 To attend regular individual/group clinical supervision sessions.
- 3.9 To attend safeguarding supervision.
- 3.10 To help identify suitable times for annual appraisal on a timely basis and to attend annual appraisals.
- 3.11 To attend a forensic training course.
- 3.12 To attend appropriate continuing professional development including sexual health, vulnerability as well as forensic skills.
- 3.13 Annual update on the impact of sexual violence and awareness of current thinking and strategic planning in regard to sexual violence.

4 Other Duties

- 4.1 To work as part of a team and be flexible with the rota being considerate to others and supporting colleagues. This includes cover for the office hour's staff.
- 4.2 To ensure all requests for call out to the SARC are made promptly and within requested time.
- 4.3 To recognise own limitations.
- 4.4 To adhere to all Mountain Healthcare Ltd policies, appropriate Police policies and procedures and to assist in the smooth running of The SARC, carrying out any other duties as may reasonably be required.
- 4.5 To maintain a high standard of cleanliness in accordance with Forensic Service standards.
- 4.6 To undertake duties at any location outside of the SARC, in order to meet service needs (e.g assisting a forensic examination within an A&E department). This will include collection of a grab bag from the SARC and returning both equipment and paperwork.
- 4.7 If applicable, all Crisis Workers are required to inform their professional bodies/unions of this work and to ensure appropriate support frameworks are in place.
- 4.8 All Crisis Workers are responsible for ensuring compliance with the European Working Time Directive (i.e. to ensure that the hours they undertake are in line with the EWTD in discussion with their manager).
- 4.9 To be able to respond to a call within 60 minutes (being able to get the forensic suite ready for arrival of the service user) according to The SARC protocol.
- 4.10 To provide on call availability by the 24th of each month for two months in advance for distribution of rotas at the end of each month.

5 Special Conditions

Emotional/Mental Effort

- The post holder will provide support intervention to victims of rape and sexual assault, potentially in the early aftermath of the assault.
- The post holder is required to be non-judgemental and equitable in approaches to sensitive issues/topics and individuals

- They will need to attend clinical supervision as per Policy
- They will need to attend safeguarding supervision as per policy.

Physical Effort

- All moving and handling will be accordance with policy.
- The post holder will be required to undertake some driving and travel to locations outside of the SARC.

Working Environment

- Following trauma, the service user is likely to be distressed and may react in unpredictable ways.
- Some clients may be under the influence of alcohol or drugs.
- In some cases clients, may experience acute mental health symptoms psychotic episode.

Hours of work

The post-holder is required to be on-call over a 24/7 shift pattern, primarily providing out of hours cover during weekday nights and weekends. Mountain Healthcare may require you to work over shift handover and may also need to vary your hours of work, including your starting and finishing times, to meet the exigencies of the service. Should it be necessary to make any major or permanent change you will be given a reasonable period of notice after consultation.

Minimum shift pattern:

1-3 shifts per month. Minimum of 20 shifts attended per year.

Codes of Conduct

Mountain Healthcare requires the highest standards of personal and professional conduct from all of its employees. All employees must comply with the Code of Professional Conduct appropriate to their professional governing body and work to Mountain Healthcare HR Policies.

Equal Opportunities

Mountain Healthcare is committed to an equal opportunities policy that affirms that all staff should be afforded equality of treatment and opportunity in employment irrespective of sexuality, marital status, race, religion/belief, ethnic origin, age or disability. All staff are required to observe this policy in their behaviour to fellow employees.

Safeguarding

MHC is committed to safeguarding and promoting the welfare of children, young people and vulnerable adults and expects all staff and volunteers to share this commitment. Staff should ensure

that they are aware of MHC policy and procedures for safeguarding and discharge their responsibilities for safeguarding effectively. It is individual staff member's responsibility to maintain competences with regard to levels of safeguarding training commensurate with individual roles. Staff should report and safeguarding concerns to appropriate agencies in line with the safeguarding policy.

Confidentiality

All employees are required to observe the strictest confidence with regard to any client information that they may have access to, or accidentally gain knowledge of, in the course of their duties.

All employees are required to observe the strictest confidence regarding any information relating to the work of MHL and its employees.

You are required not to disclose any confidential information either during or after your employment with MHL, other than in accordance with the relevant professional codes.

Failure to comply with these regulations whilst in the employment of the MHL could result in action being taken under the HR policies of MHL.

Data Protection

All employees must adhere to the Policy on the Protection and use of Personal Information, which provides guidance on the use and disclosure of information.

Health and Safety

MHL expects all staff to have a commitment to promoting and maintaining a safe and healthy environment and be responsible for their own and others welfare.

Risk Management

You will be responsible for adopting the Risk Management Culture and ensuring that you identify and assess all risks to your systems, processes and environment and report such risks for inclusion within the Risk Register. You will also attend mandatory and statutory training, report all incidents/accidents including near misses and report unsafe occurrences as laid down within the Clinical Governance Policy.

No Smoking Policy

Staff are not permitted to smoke on site whilst on duty.

Infection control

All staff must observe the Health Act 2006 (Hygiene code), and ensure that they understand and implement their responsibilities in the prevention and control of infection.



This post has a genuine occupational qualification under the Sex Discrimination Act, Section 7(2)b and 7(2)e. It will also be necessary for you to apply for and maintain VETTING as a requirement for this service.