**SUPPORT WORKER**

Dear Applicant,

Thank you for your interest in working with The Compass Centre / Shetland Rape Crisis. Please find enclosed the following documents:

* Information about The Compass Centre
* Advice on completing your application form
* Job Description and Person Specification
* Application Form

**PLEASE NOTE:** We are primarily aiming to recruit for a vacancy in our Counselling Service, and therefore we are first and foremost seeking to appoint a qualified Counsellor. For this reason, interviews for counsellors who demonstrate that they meet the Person Specification will be prioritised.

However, we are aware that there are recruitment challenges for counsellors in Shetland and, in the case that we are unable to appoint an appropriate candidate, we are also welcoming applications to a Support Worker post. If you are interested in the Support Worker post, please apply and let us know why you think you’d be the right fit for the role and our team. All applications will be considered on their individual merits.

Applicants who meet the criteria for both posts are encouraged to apply to both and show us how your skills, experience and approach would benefit in either of these roles. Please ensure that you download the proper Recruitment Pack for the post you’re applying to, and clearly label which post your application is in relation to. This Recruitment Pack is for: **SUPPORT WORKER.**

**Please do not send a curriculum vitae (CV). This will not be considered. Please note only women need apply under Schedule 9, Part 1 of the Equality Act 2010**

All applications and relevant recruitment documents will be held confidentially and destroyed after 6 months, apart from documents relating to the successful applicant.

Your completed application should be submitted via email by sending it to [contact@compasscentre.org](mailto:contact@compasscentre.org) before **Sunday 19th March @ Midnight.**

We look forward to receiving your completed application form.

Yours sincerely

Laura Hughes, Chair, Board of Trustees

**ABOUT OUR SERVICE**

Shetland Rape Crisis, based in The Compass Centre in Lerwick, provides free and confidential information, advocacy, support, and counselling to any non-abusive person in Shetland of any gender (age 13+) who has been affected by sexual violence / harm at any time in their life.

We are an independent charity and have been operating since 2016. We are a small team of 7 mostly part-time staff members and a range of volunteers, including our Board of Trustees.

We provide a range of services to survivors of sexual violence and harm including:

**Support Service**

Our Support Service offers emotional and practical support for up to 6 months. Appointments are weekly or fortnightly. Support is led by the survivor and what they would like to achieve in this time. We provide a space to talk about how you’re feeling and support to manage the complex emotions that come after an experience of sexual violence. We know that the trauma of sexual violence can touch on every aspect of your life. We can also provide support to navigate the areas of life that have been affected such as: safety planning, attending appointments, expressing needs to loved ones and/or other services, help with benefits, help with housing, and more.

**Counselling Service**

Our Counselling Service is the next step for survivors who are now in a safe and stable place and feel ready to process their experiences. In this service, we offer counselling and trauma-skilled emotional and therapeutic support for up to 6 months. Appointments are weekly or fortnightly.

**Advocacy Service**

As part of the Rape Crisis Scotland National Advocacy Project, our Advocacy Service delivers "end-to-end" support for survivors thinking of or engaging with the criminal justice system. Should you decide to report to police, our Advocacy Service is here to support you through the criminal justice process. We are here to answer questions, provide information and resources, and help you prepare for the next steps. We may also be able to help by being a supportive presence during statements or court proceedings, and liaising with Police Scotland, the Crown Office and/or the Procurator Fiscal Service to assist with updates.

**Prevention & Activism**

We have a dedicated Sexual Violence Prevention & Activism Worker who works in all the secondary schools in Shetland delivering the Rape Crisis Scotland National Prevention Programme and facilitates the update of Equally Safe at School (ESAS), a whole school approach to gender-based violence. She also leads and facilitates BEE (Bold, Equal & Empowered) our young activists’ volunteer group.

**Participation**

We undertake training, campaigns and community events to educate on the prevalence of sexual violence and highlight ways to prevent it, and we take part in partnership work with strategic partnerships, the local authority, health, and third sectors advocating for the inclusion of concerns relating to sexual and gender-based violence in Shetland. We have recently formed an ex-service users advisory group, OWL (Onward, Wellness Learning).

**ADVICE ON COMPLETING YOUR APPLICATION FORM**

As part of our commitment to equal opportunities, candidates for each post are treated equally. Application forms are the only basis on which the first selection is made to decide whom to call for interview. Therefore, only information, which appears on the form (and continuation pages), can be considered. It is **very** important that your completed form contains both the information we want about your skills and experience and the information you want to give us. These advice notes are intended to help you to complete your form effectively.

1. Read all the information provided especially the job description and person specification. These outline the duties you would be expected to carry out in this post and lists the skills, knowledge and abilities that the shortlisting/interview panel will be looking for.
2. Section 5 asks you to note down your general experience and is the most important part of your application. **This is your chance to explain why you are suitable for the job.** It is not enough to say you have the experience – you must demonstrate experience and skills with specific examples. Relevant experience may be from your current or previous jobs or from out with formal employment.
3. We are a values-led organisation. We are interested in hearing about your values and what draws you to this kind of work, as well as how you bring your values into your practice and your everyday life. Please make sure to capture this as well as your experience and skills.
4. We have lots of information about our service on our website [www.compasscentre.org](http://www.compasscentre.org)
5. **Do not send your CV in addition to or in place of a completed application form as it will not be considered by the shortlisting panel.**
6. A Protection of Vulnerable Groups for Adults & Children Disclosure is required as part of the job.
7. All applicants must complete all parts of the application form.
8. Application forms must arrive on time forms arriving late will not be considered.
9. References are normally taken up for the shortlisted applicants before interview. If you do not wish one or all references to be taken up at that point please indicate on the relevant page. It is our policy not to make a job offer without taking up references.

**Closing date:** Sunday 19th March @ Midnight.

**Interviews:** April 2023.

**Salary:** £34,073 pro rata inc. Distant Islands Allowance.

**Hours:** 20 hours per week. May be opportunity for additional hours where funding permits.

**Reporting to:** Support Team Lead, Service Manager

**Location:** The Compass Centre, Lerwick, Shetland.

**Holiday Entitlement:** 30 Days plus 12 Public Holidays (pro rata).

**Pension:** Employer contribution at 8% to pension fund.

**Contracted to:** This post is funded by the Scottish Government until March 2025. Contracts will be issued annually upon confirmation of funding success. Funding for the post is expected to be successful.

**Relocation Expenses:** Relocation expenses may be payable, depending on funding. Please let us know in your application if you would like to discuss this.

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| --- | --- |
| **Job Title** | **Support Worker** |

**PLEASE READ CAREFULLY**

We are primarily aiming to recruit for a vacancy in our Counselling Service, and therefore we are first and foremost seeking to appoint a qualified Counsellor. For this reason, interviews for counsellors who demonstrate that they meet the Person Specification will be prioritised.

However, we are aware that there are recruitment challenges for counsellors in Shetland and, in the case that we are unable to appoint an appropriate candidate, we have gained permission from our funders to also welcome applications to a Support Worker post. If you are interested in the Support Worker post, please apply and let us know why you think you’d be the right fit for the role and our team. All applications will be considered on their individual merits.

Applicants who meet the criteria for both posts are encouraged to apply to both and show us how your skills, experience and approach would benefit in either of these roles.

Please ensure that you download the proper Recruitment Pack for the post you’re applying to, and clearly label which post your application is in relation to. This pack is for: **Support Worker.**

**INTRODUCTION**

This is an exciting opportunity to join the team at The Compass Centre / Shetland Rape Crisis. We provide free and confidential information, support, counselling, and advocacy to any non-abusive person in Shetland, of any gender (age 13+), who has affected by sexual violence at any time in their life. We are an intersectional feminist and trauma-skilled organisation, and the successful candidate will be supported to learn and grow in their own practice and values-base.

Please note only women need apply under Schedule 9, Part 1 of the Equality Act 2010. We are committed to promoting equality and diversity and applications are welcomed from women of all backgrounds. We particularly welcome applications from black and minority ethnic women, LGBT women, and disabled women. We also encourage applications from survivors and ex-service users, but please be aware that we can only accept applications from ex-service users at The Compass Centre who have been more than a year out of service. Unfortunately, we cannot accept applications from current service users. If this applies to you, please email [contact@compasscentre.org](mailto:contact@compasscentre.org) about joining our ex-service user’s advisory group, OWL.

The following statements are intended to describe the general nature and level of work to be performed and are not intended to be an exhaustive list of all responsibilities, duties and skills required of the employee in this position.

**SUMMARY OF MAIN RESPONSIBILITIES & ACTIVITIES**

The post-holder will be primarily responsible for delivering The Compass Centre’s specialist Support Service to any non-abusive person in Shetland, of any gender (age 13+), who has been affected by sexual violence at any time in their life, including, rape, sexual assault, child sexual abuse, stalking, reproductive abuse, digital image abuse and other forms of sexual harm.

The post-holder will take an approach informed by an understanding of trauma, including complex trauma, as well as an understanding of feminism and gender-based violence. The post-holder will be required to work across the different functions of the service including referral and intake process, support service, helpline, phone/text/email support, endings, onward referral, and other collective responsibilities as required.

1. **Support Service**

* To provide trauma-skilled emotional and practical support to non-abusive survivors of sexual violence (aged 13+), of all genders, in line with the [Rape Crisis Scotland Service Standards](https://www.rapecrisisscotland.org.uk/resources/RCNSSsummaryexternaldoc19-1.pdf) and the [NHS Education for Scotland Transforming Psychological Trauma Framework](https://www.nes.scot.nhs.uk/media/rgxngvpv/nationaltraumatrainingframework-execsummary-web.pdf).
* To deliver The Compass Centre’s specialist trauma-skilled Support Service to survivors of sexual violence, in line with and contributing to the continuing development of the service and The Compass Centre’s systems and processes.
* To deliver evidence-based psychoeducational interventions with survivors.
* To deliver safety and stabilisation interventions with survivors.
* To undertake risk and resilience assessments with survivors.
* To work in partnership with survivors to achieve their self-identified goals while in service.
* To work in partnership with survivors to advocate for their needs and wishes with partner agencies and services including, but not limited to: housing, health, social work, education, work, benefits, third sector and more.
* To recognise and raise with your Line Manager when a referral to other external services, such NHS Mental Health Services, may be required and to work in partnership with the survivor to make this referral should it be wanted.
* To recognise and raise with your Line Manager when a referral to The Compass Centre’s specialist Advocacy or Counselling Services may be a more appropriate approach for a service user than continued work with the Support Service.
* To, where appropriate and agreed with your Line Manager, deliver The Compass Centre’s 6 Week Waiting List Safety & Stabilisation Course for survivors on the Waiting List.
* To, where appropriate and agreed with your Line Manager, be able to provide very limited advocacy to survivors, with input and guidance from the specialist Advocacy Service.
* To work within the boundaries of The Compass Centre’s Support Service pathway, including referral and intake processes, review processes, and ending processes.
* To, where appropriate, participate in multi-agency initiatives including MARAC and GIRFEC to promote the service user’s safety and wellbeing.
* To act on any child and vulnerable adult protection or wellbeing concerns identified during appointments, following The Compass Centre’s safeguarding and child and vulnerable adult protection policies and procedures.
* To use an integrated, adaptable and holistic approach to your work with survivors.
* To use an approach underpinned by the [Rape Crisis Scotland Service Standards](https://www.rapecrisisscotland.org.uk/resources/RCNSSsummaryexternaldoc19-1.pdf) gendered and intersectional analysis of sexual violence and the [NES Transforming Psychological Trauma Framework](https://www.rapecrisisscotland.org.uk/resources/RCNSSsummaryexternaldoc19-1.pdf) approach to trauma in your work.
* To be able to deliver all of this via telephone, zoom, text, messaging and email as required, as well as traditional face-to-face.

1. **Support Service Development**

* To contribute towards the development of support resources for survivors of sexual violence, in line with the [Rape Crisis Scotland National Service Standards,](https://www.rapecrisisscotland.org.uk/resources/RCNSSsummaryexternaldoc19-1.pdf) The Compass Centre’s processes and procedures, and with direction from your Line Manager.
* To contribute to the development of training and awareness-raising resources for other staff at The Compass Centre and partner agencies regarding the Support Service.
* To publicise the Support Service to enhance access to the service across voluntary and public sector agencies.
* To work in partnership with relevant agencies to enhance responses to survivors of sexual violence including, where appropriate, the development and delivery of training inputs.

1. **General Practice**

* To always work conduct your practice within The Compass Centre’s Code of Practice and Professional Boundaries Policy.
* To, alongside the rest the team at The Compass Centre, cover The Compass Centre’s Helpline during opening hours in line with the [Rape Crisis Scotland Service Standards](https://www.rapecrisisscotland.org.uk/resources/RCNSSsummaryexternaldoc19-1.pdf) and The Compass Centre’s processes and procedures.
* To respond sensitively to all disclosures and to facilitate people’s access to services as appropriate.
* To work with the team and your Line Manager to ensure cases are assigned to the most appropriate service at The Compass Centre upon referral.
* To, where appropriate, initiate and facilitate group wellbeing activities for service users or as identified by the team at The Compass Centre.
* To, where appropriate, refer to and support the work of OWL (Onward, Wellness, Learning), The Compass Centre’ survivor reference group.
* To, where appropriate, refer to and support the work of BEE (Bold, Equal & Empowered), The Compass Centre’s young activist group.

1. **Qualification & Continued Professional Development**

* To hold and maintain appropriate qualification and training as required by The Compass Centre.
* To undertake training and development as required and identified, including mandatory training which you must take responsibility for completing. This may include some off-island travel and overnight stays.
* To self-identify CPD that will allow the continuing development of your practice.
* To self-identify CPD that will allow the continuing development of the Support Service and The Compass Centre as a whole.
* To update and maintain a training log and discuss regularly with your Line Manager.

1. **Monitoring and Evaluation**

* To keep accurate service user records in line with The Compass Centre’s policies and procedures and GDPR.
* To use The Compass Centre’s OASIS database and evaluation tools to allow for accurate record keeping.
* To act in accordance with The Compass Centre’s policies and procedures, including our Confidentiality Policy and Data Policies, and contribute to the development of these where appropriate.
* To contribute to monitoring and evaluation frameworks to evidence the impact of the Support Service for survivors of sexual violence and for partner agencies; including production of statistical data and participation in any evaluations which may be commissioned.
* To be able to write reports on activities and outcomes where required.

1. **Accountability & Supervision**

* To take responsibility for attending 1.5 hours of organisational supervision with your Line Manager per month and 1.5 hours of external clinical supervision with an appropriate supervisor per month.
* To attend an annual Performance Development Review with your Line Manager and the Service Manager and attend to the actions identified throughout the year.
* To attend regular General Team Meetings, Support Team Meetings and Reflective Practice.
* To attend to your mental health and wellbeing and flag with your Line Manager if you are struggling with vicarious trauma or need extra supports.
* To undertake any duties as may be reasonably requested by your Line Manager or the Service Manager.

1. **Equalities**

* To promote and positively uphold SRC’s anti-discriminatory, non-violent and intersectional feminist values in all aspects of practice, in line with our Vision and Values and the Rape Crisis Scotland Service Standards.

1. **Team working and communication**

* To work constructively and supportively in a team with other Compass Centre staff.
* To take part in, and sometimes lead, awareness-raising activities or projects as part of the wider organisational goals. Particularly during the 16 Days of Activism Against Gender-Based Violence and on International Women’s Day.
* To work with other organisations on promoting survivor’s interests. This may include attending strategic partnerships that are deemed relevant to your role.
* To sometimes staff outreach events as part of the team at The Compass Centre (including agricultural shows, Pride, and other pop-up events).
* To attend some Board Meetings, Trustee interviews and other strategic work as a staff representative.
* To work together to keep the centre neat, tidy and a comfortable place for staff and survivors.

**6. General**

* From time to time, you may be asked to undertake other tasks in line with SRC’s organisational goals.

**PERSON SPECIFICATION**

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| **CRITERIA** |  | **ESSENTIAL** |  | **DESIRABLE** |
| **Knowledge** | E1  E2  E3  E4  E5 | Understanding and ability to explain an intersectional feminist analysis of gender-based violence.  Thorough understanding of the impact of sexual violence and trauma.  Understanding of trauma skilled practice.  Understanding of ethical data processing and confidentiality practises  Understanding of risk assessing and safeguarding | D1 | Knowledge of current legislation, policy and strategy relating to the violence against women agenda |
| **Skills and Abilities** | E6  E7  E8  E9  E10 | Ability to engage in a boundaried a support relationship with anyone affected by sexual violence.  Excellent communication skills, written and oral.  Skilled in use of IT e.g. for case notes, reports, email, surveymonkey, internet searches.  Capable of using own initiative and of meeting tight deadlines.  Ability to work in variety of creative approaches. | D2 | Ability to work effectively with a wide range of partners in voluntary and statutory agencies. |
| **Experience** | E11  E12  E13  E14  E15  E16  E16 | Experience of responding to disclosures.  Experience of maintaining professional boundaries.  Experience delivering support to service users.  Experience working with people affected by gender-based violence, particularly sexual violence and coercive control.  Experience of child protection and vulnerable adult protection guidelines and legislation.  Experience working effectively as part of a team.  Experience managing risk in a support capacity. | D3  D4  D5  D6 | Experience of evaluating interventions.  Experience delivering support to people affected by sexual violence.  Experience delivering remote support (phone, online).  Experience facilitating group support and wellbeing work. |
| **Qualifications** | E17 | Relevant qualification (e.g. in counselling, community education, social work, psychology. or other related field) or working towards this | D7 | Qualifications in other relevant areas |

**Application to The Compass Centre for the post of:**

**Support Worker**

**To be returned to:** contact@compasscentre.org

**by: Midnight on Sunday 19th March**

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| **Section 1: Personal details** | |
| Surname: | First name: |
| Address: | Tel (home): |
| Tel (mobile): |
| Tel (work):  May we contact you at work? |
| Postcode: | Email address: |

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| **Section 2: Qualifications and training**  **(only enter those qualifications and/or training necessary or relevant to the job)** | | | | | | | | | | |
| Qualification and/or training | | | | Subject | | | | | | Date |
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| **Section 3: Present employer** | | | | | | | | | | |
| Name & address of employer: | | | | | | Date commenced employment: | | | | |
| Job title: | | | | | | Notice required: | | Current salary: | | |
| Brief description of your main duties and responsibilities, with an emphasis, where possible, on those areas most relevant to the job applied for: | | | | | | | | | | |
| **Section 4: Previous employment (list in order, with most recent employer first)** | | | | | | | | | | |
| Please list **all** your previous employment, detailing any gaps between employments with reasons (continue on a separate sheet if necessary). | | | | | | | | | | |
| Dates | | Name and address of employer | | | | Job title and nature of work | | | Reason for leaving | |
| From  DD/MM/YY | To  DD/MM/YY |
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| **Section 5: Relevant skills, experience and abilities**  **With reference to the job description and person specification, please outline how your work experience (including unpaid work) training, skills and abilities would enable you to carry out the duties of this post. Please include any information which you feel is relevant, paying specific attention to the Essential and Desirable points in the person specification as shortlisting will be based on your answering each point. Shortlisting will be based on the information given in this application so please be explicit and give examples from your own practice where helpful.** | | | | | | | | | | |
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| **Section 6: References** | | | | | | | | | | |  |
| Shetland Rape Crisis requires a minimum of 2 employment references to cover a three-year period – if necessary, please provide further referees covering the last 3 years. | | | | | | | | | | |  |
| **Reference 1: Current / most recent employer** | | | | | | | | | | |  |
| Name: | | | Position: | | | | Tel no: | | | |  |
| Company name: | | | | | Email:  Address: | | | | | |  |
| May we, with discretion, contact your employer to discuss this reference: | | | | |  |
| **Reference 2: Previous employer / supervisor** | | | | | | | | | | |  |
| Name: | | | Position: | | | | Tel no: | | | |  |
| Company name: | | | | | Email:  Address: | | | | | |  |
| May we, with discretion, contact your previous employer to discuss this reference: | | | | |  |
| **Reference 3: Previous employer / supervisor** | | | | | | | | | | |  |
| Name: | | | Position: | | | | Tel no: | | | |  |
| Company name: | | | | | Email:  Address: | | | | | |  |
| May we, with discretion, contact your previous employer to discuss this reference: | | | | |  |

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| Are you eligible to work in the UK? |  |
| Do you know of any reasons why you may not legally be able to take this position? |  |
| Do you have any specific requirements in order to perform this job effectively? |  |

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| **Section 7: Declaration** |
| I certify that all the information contained in this form and any attachments is true and correct to the best of my knowledge. Offers of employment will be subject to satisfactory references, a PVG check and compliance with UK working restrictions. I realise that false information or omissions may lead to dismissal without notice.  Signature:  Date: |