

## Job Description

### Position Title: Therapeutic Services Support Worker

Hours of work	28 hours (part time)
Salary	£27,000.00 - £32,000.00 pro rata depending on qualification and experience
Benefits	28 days annual leave pro rata, plus bank holidays 24/7 emotional and practical support and external clinical supervision A generous individual training budget to support your ongoing professional development
Contract type	Permanent Contract
Accountable to	Therapeutic Services Manager
Location	Based across our offices (Aylesbury and Milton Keynes) with occasional home working

### Purpose:

To conduct clinical assessments with adult survivors of sexual or domestic abuse of all genders who are seeking therapeutic support, including risk assessment and smooth internal and external referral to appropriate support services. To manage the waiting lists for therapeutic services, appropriately allocate survivors to workers and coordinate the delivery of telephone emotional support calls. In addition, the postholder will support the Therapeutic team in the ongoing training and development of volunteers.

This post will be subject to an enhanced DBS check and open to women only. (exempt under the Equality Act 2010 pursuant to Schedule 9, Part 1). We strive to build a team that reflects the diversity of the community we work in and encourage applications from traditionally underrepresented groups such as people from Black, Asian and minority ethnic backgrounds, disabled people, and LGBTQI+ people. If we can make this easier through accommodation in the recruitment process, please do get in touch by phone (01296 392468) or email ([recruitment@saassbmk.org.uk](mailto:recruitment@saassbmk.org.uk)).

### Service Background:

Sexual Assault and Abuse Support Service Buckinghamshire and Milton Keynes (SAASSBMK) provides support to anyone over the age of 16, regardless of gender, religion, ethnicity, sexuality or socio-economic background, who has experienced sexual violence or domestic abuse.

We offer the following therapeutic services; 1:1 counselling, Stabilisation Intervention Programme (psychoeducation), peer support and group therapy and telephone support. These services are delivered by staff, sessional counsellors and volunteer counsellors and telephone supporters.

## **Main responsibilities:**

### **Service Delivery**

- To carry out clinical assessments and risk assessments for survivors wishing to access therapeutic services, either face to face, online or via telephone, to ensure service users receive appropriate support.
- Record the results of the assessments and accurately enter service user information and data into the database.
- To manage the therapeutic service waiting lists and match and introduce counsellors and telephone support volunteers to service users and provide ongoing support.
- To coordinate the delivery of telephone emotional support calls to those on a waiting list for support.
- To ensure there are suitable and welcoming spaces for the therapeutic services to be delivered from.
- To support the Therapeutic Services Manager in regular reviews of the service, including reviewing targets and outcomes
- To adhere to the BACP ethical framework
- Take immediate safeguarding action where necessary; alert line manager or Designated Safeguarding Lead to emerging or potential issues that do not need immediate action.
- Support the Therapeutic Services Manager with the development of service policies, protocols, guidelines and strategies within area of practice as necessary.

### **Volunteer Support**

- To co-host counselling surgeries and monthly peer support sessions to ensure volunteers have regular and effective spaces for queries and support.
- To provide an adhoc support to volunteers, to be approachable and create a warm and friendly environment.
- To support the Therapeutic Services Manager in managing volunteer counsellors and telephone support volunteers, including recording attendance to training and clinical supervision.
- To organise and contribute to the provision of an ongoing, rolling programme of volunteer recruitment and training to help motivate and maximise the effectiveness of the team.
- Assist with the management of resources for the therapeutic staff and volunteers, including monitoring service user outcomes and feeding this back to the relevant worker.

- To support the Therapeutic Services Manager to review volunteer and sessional worker's expenses and invoices to approve for payment.

### **General Responsibilities**

- Monitor, maintain, plan, and prioritise own workload.
- Attend regular line management, clinical supervision, training and team meetings and events as required.
- Maintain and improve competencies through continuous professional development.
- Abide by all organisational policies, codes of conduct and practices.
- Actively support and promote inclusion, diversity, and equality of opportunity in the workplace.
- Treat confidentially any personal, private, or sensitive information about service delivery, individual organisations, service users and staff, in line with SAASSBMK's policies.
- Carry out occasional evening and/or weekend work as required
- Carry out duties as may arise, develop, or be assigned in line with the broad remit of the position to contribute to the smooth functioning of the organisation.



## Person Specification

Specification	Essential	Desirable
<b>Knowledge</b>		
Minimum of Level 4 Diploma in Counselling	X	
BACP Membership or other equivalent body	X	
An excellent understanding of the needs of people affected by sexual violence and domestic abuse	X	
A good understanding of data protection and confidential working practices	X	
Knowledge of adult and children safeguarding protection, procedures and legislation	X	
<b>Experience</b>		
Experience of working with people facing multiple and complex challenges, including risk assessment and supporting people in emotional distress	X	
Experience of data collection, entry and reporting	X	
Experience of maintaining clear boundaries	X	
Experience of carrying out assessments or interviews with clients in person and over the phone	X	
Experience of managing volunteers		X
<b>Skills</b>		
Excellent prioritisation, planning and managing own workload with competing priorities	X	
Strong IT skills, including the ability to use Word, Excel, PowerPoint and databases	X	
Excellent team working skills and ability to build positive relationships with colleagues, partners and other agencies	X	
Good verbal and written communication and listening skills	X	
Ability to develop and deliver training		X
<b>Personal Qualities</b>		
Kind, compassionate and non-judgemental	X	
Detail oriented and organised	X	
Committed to working within the ethos of SAASS BMK's core values, including the commitment to equality, diversity and inclusion	X	
A positive and creative approach to tackling tasks and problems	X	
Commitment to professional development and willingness to undertake training required for the role	X	