



Job Description

Job Title: SARC Crisis Support Worker
Band: 4
Job Evaluation Reference Number: 1224/JE/22
Division: Manx Care
Responsible to: SARC Clinical Lead /Manager
Responsible for: To support the Clinical Lead and SOFME during examinations and SARC administration re paperwork/records, phone calls

A copy of the organisational structure and its relevance to this role is shown below.



Overview

The Isle of Man Sexual Assault Referral Centre (SARC) is a partnership initiative between the Isle of Man Police (IOMC) and Manx Care to improve the care provided to victims of rape and sexual assault.

This role of the Crisis Support Worker (CSW) is to provide the first point of contact for those accessing the service and support the SARC Clinical Lead/Manager in their SOFME role by supporting the 'journey' of those who access the SARC. The CSW will ensure this is as comfortable a process as

possible regardless of their age or gender. The CSW will undertake administration support as required in relation to complainants attending the service.

The post holder will undertake CSW function particularly during office hours and will provide out of hours cover on as required. This role will include providing telephone information and support to those who contact the SARC. This role will also include collecting forensic evidence under the direction of the SOFME and labelling evidence, colposcopy management and supporting and providing advocacy for those using the service.

A key function of the CSW role is to undertake and ensure a high standard of DNA decontamination of the forensic areas of the SARC between each individual attendance/case were these areas have been used. The post holder will undergo appropriate training to carry out this function and will follow the cleaning schedule as laid down in the SARC Standard Operating Procedure.

CARE

In Manx Care we pride ourselves on being committed, appreciative, respectful and excellent. CARE represents what we are about, what we stand for and what we value. All our recruitment, performance management and development is based on our CARE ethos.

Job Purpose

The post holder will be expected to work with the multi-disciplinary team providing administration for the service as a whole and to the Clinical Lead/Manager in particular. In the CSW role you will be expected to deliver appropriate care for individuals following rape, sexual assault or domestic abuse either recent or historic who access the service. The individual will be required to play an active role in the general workload of the SARC and foster good working relationships with the SARC's partners.

As a CSW you will be providing specialist trauma support (training provided) and will work with a 'forensically clean' environment offering access to a forensic medical examination (if required) which will be undertaken by a Sexual Offences Forensic Medical Examiner/Forensic Medical Examiner or Sexual Assault Nurse Examiner, and will provide those who access the SARC with information for onward support services.

The post will be based at 'The SARC' although there may be occasions when you are asked to assist with cases away from the site.

The post holder will undertake the role in the knowledge that the service is provided in a non-judgemental and totally confidential way and that you are there to provide immediate emotional and practical support at a critical time. As part of the role you will undertake the gathering of non-intimate evidence (training will be provided) and will provide support to individuals undergoing forensic examination if required.

Duties

Crisis Support Worker Function

- ♥ To provide advocacy service and telephone support to callers in the context of a sensitive, non-judgemental service utilising effective communication skills
- ♥ To inform those who ring the SARC about the self-referral service and the choices available to them, making sure they are supported and informed sensitively and appropriately.
- ♥ To explain what may happen if they come to the SARC, non-intimate evidence gathering, non-intimate and intimate samples taken, forensic examination, police interview etc. To advise that they will be supported to go through a criminal prosecution, that they will be afforded psychosocial support all conveyed with effective communication skills
- ♥ To ensure that the SARC is a welcoming environment to all those who access the building.
- ♥ To ensure all forensic designated areas meet the exacting standards of cleanliness needed to minimise as far as possible the risk of cross DNA contamination.
- ♥ To wear the provided name badge at all times when on duty and to understand how to activate safety alarm if and when required.
- ♥ To develop good working relationships with partner agencies and work collaboratively.
- ♥ To ensure financial procedures are followed in line with IOM Government Financial Regulations.

Responsibilities

- ♥ To co-operate with the Clinical lead/Manager in developing a personal PDR and participating in quarterly reviews and annual appraisal.
- ♥ To produce and maintain legible/accurate records and documentation that is retained in such a way as to maintain confidentiality as per SARC policy and procedures.
- ♥ To attend and participate in regular individual and group supervision/clinical supervision sessions
- ♥ To attend periodic forensic training/update training as required.
- ♥ To participate/attend annual updates on the impact of sexual violence and have awareness of current thinking and strategic planning in regards to sexual violence.
- ♥ To work as part of a team and be flexible with the rota (once up and running) being considerate and supportive of colleagues.
- ♥ To recognise and work to address own limitations.
- ♥ To ensure there is a high level of cleanliness in accordance with forensic standards such as those identified by FSR, FFLM, UKAS,ISO.
- ♥ To undertake described duties at locations other than the SARC in order to meet service needs. (This may be attending a residential setting, a learning disability community home or Emergency Department for example)
- ♥ All those who work at the SARC are responsible for their own health and safety and that of their colleagues and must report issues as they arise that may impact on this.

Communication and Relationship Skills

The post holder requires effective skills to communicate with a wide range of colleagues and stakeholders, internally and externally across a wide range of provision. This includes writing reports and making presentations on often complex, sensitive and/or contentious information.

The post holder will be required to negotiate, persuade, motivate, manage and resolve conflicting views through a variety of media. The post holder will provide and receive highly complex, sensitive and/or contentious information; where there are barriers to understanding.

- ♥ To assist in the creation and distribution of publicity materials.
- ♥ To assist in the preparation and distribution of a newsletter or similar to partner agencies and interested parties.

Knowledge, training and experience required to do the job

The essential knowledge, training and experience requirements of this role are:

- ♥ Educated to A Level/NVQ 3
- ♥ Knowledge and Experience of Manx Care/Public Sector
- ♥ Excellent interpersonal skills
- ♥ Good negotiating skills
- ♥ Previous experience of working autonomously
- ♥ Previous experience in a support/care role – 12 months
- ♥ The ability to use Information Communication Technology effectively
- ♥ Good organisational skills
- ♥ Ability to work in a multi-agency setting
- ♥ Good literacy skills and attention to details

The desirable knowledge, training and experience requirements of this role are:

- ♥ Experience in an administrative role
- ♥ Experience of working in a forensic environment and supporting forensic examinations
- ♥ Familiar with the current structure of IOM Manx Care and conversant with recent initiatives and changes
- ♥ Ability to analyse and interpret data
- ♥ Development and setting up of systems for filing documentation and retention of records securely
- ♥ Knowledge and experience of clinical governance
- ♥ Knowledge of and compliance with child and vulnerable adult safeguarding procedures

Analytical and Judgement Skills

The post holder will require skills used to analyse highly complex facts or situations, interpretation, comparison of a range of options. Analyse and interpret highly complex and sometimes sensitive information to understand the need for change and potential barriers for change including complex health, financial, political, strategic and workforce data, along with other sources of information including service user experience and feedback from informal and statutory consultation.

Planning & Organisational Skills

The post holder requires excellent planning and delivery skills. You will be required to develop care pathways for those who attend the SARC and monitor individual progress and outcomes. You will be required to skilfully manage competing demands at an individual level to ensure effective administration support for the SARC and the Clinical Lead/Manager whilst providing appropriate support to those who access the service.

- ♥ To develop the CSW role and eventually ensure that there is an out of hours rota for CSW once the SARC is operating fully.
- ♥ To arrange any meetings requested by the Clinical Lead/Manager and prepare and distribute the agendas and to record, type up and distribute any formal meeting minutes as they arise
- ♥ To attend and participate in staff meetings, quarterly CSW meetings and training events and any other team training events and meetings as appropriate and required.

Physical Skills

The physical skill requirements of this role are:

- ♥ Driving/travelling to and from the service and other locations around the island if required
- ♥ Sitting at the desk for the reading of documentation, computer use, report writing.
- ♥ Ability to manipulate information/data quickly and accurately, excellent keyboard skills
- ♥ Requires frequent long periods of intense concentration when undertaking functions of the post

Patient/Client Care

The post holder will have direct service user care and will work closely with service users, their representatives and other clinical/professional colleagues and the public. This will be in response to the health needs of service users but also the long term plans for Manx Care and the Transformation of Government.

- ♥ To provide the clinician undertaking a forensic examination with assistance as required, helping to collect/gather samples and label bags/containers appropriately and accurately, support the use of colposcope and image recording/labelling of discs/memory sticks. Primarily you will support the person undergoing the process to understand what the procedures are and keep them at the centre of the decision making process.
- ♥ To provide and offer information about follow up services and provision that may be useful to those who access the service.
- ♥ To provide sensitive and non-judgemental support to attendee's to enable them to re regain some control and self-esteem. Ensure that any family members or accompanying friends are also dealt with in a sensitive and non-judgemental way.
- ♥ To be competent and trained to undertake basic life support as and when required.
- ♥ To ensure that actions undertaken are understood by individuals access the SARC and that they comply with their wishes/what they have consented to
- ♥ To be familiar with the signs and symptoms of anaphylaxis and associated protocols and with the provided resuscitation equipment and how to use it.

Policy and Service Development

The policy and service development requirements of this role are:

- ♥ To keep fully up to date with all local/UK developments around SARC provision
- ♥ To be fully aware of all local partner agencies strategies and future planning in relation to the SARC
- ♥ The post holder will have responsibility for understanding and implementing any new governance processes and policies for the SARC to ensure an effective and efficient service
- ♥ Ensure that both formal and informal networks/partnerships are established and maintained to support the successful development of the SARC. This will include new and established networks and alliances.

- ♥ To read all correspondence from the SARC Clinical Lead/Manager and departmental management with regard to any updates/changes in practice, ensuring personal compliance.
- ♥ To participate in developing, monitoring and evaluating the provision offered by the SARC.
- ♥ To be aware of and adhere to all policies, procedures and protocols that govern and assist in the running of the SARC and to carry out any other duties as may be reasonably required.

Financial and Physical Resources

The post holder will support the Clinical Lead/Manager in their work with partners of the SARC to develop dedicated development resources both real and 'virtual'.

The post holder will be involved with the Clinical Lead/Manager in monitoring and managing the programme budget, ensuring the financial viability of all projects/developments.

The post holder will comply with the Isle of Man Government Financial Regulations.

- ♥ To undertake general administrative support including photocopying and filing, ordering stationery and equipment and processing relevant paperwork.
- ♥ Ensure that goods received match those ordered and invoices are accurate before approving.
- ♥ Ensure effective system in place for stationery stock control and for all equipment and consumables to ensure forensic modules are in date and available as required.

Human Resources

The post holder requirements in this area are:

- ♥ To contribute to training and development within Manx Care through appropriate forums as appropriate to their role
- ♥ To participate in recruitment and retention of staff for the SARC as and when required
- ♥ To create and maintain staff sickness, training and annual leave records in line with OHR guidance and PiP.
- ♥ To actively participate in identified training for the post which will include, basic life support, deliberate self-harm risk assessment, safeguarding for adults and young people, basic communication skills and skills around assisting the clinician, evidence gathering and DNA decontamination cleaning principles (not an exhaustive list)

Information Resources

The post holder requirements in this area are:

To ensure that the information/records resulting from the work of the SARC are secured, stored/retained and disposed of in accordance with the Isle of Man Government policies and procedures

- ♥ Generating and typing reports, correspondence and organising and maintaining SARC files, data storage.
- ♥ To follow administrative system to ensure all photocopying and files are maintained as prescribed.

Research and Development

The post holder requirements in this area are:

- ♥ To scan internal and external sources for improvement ideas, translating these into information that can be reported to the Clinical Lead/Manager and improve service provision

- To undertake one-off evaluations/surveys to assess and improve programme/service delivery as directed by the Clinical Lead/Manager
- To occasionally undertake research and development surveys/audits as necessary as directed by the Clinical Lead/Manager

Freedom to Act

The post holder requirements in this area are:

- That you are required to work with a high degree of autonomy and with minimal guidance
- To manage complex relationships with internal/external stakeholders and partners across the wider system

Confidentiality

In the course of your duties you may have access to confidential material about patients, members of staff or other business of the Department. On no account must information relating to identifiable patients be divulged to anyone other than authorised persons, for example, medical, nursing or other professional staff, as appropriate, who are concerned directly with the care, diagnosis and /or treatment of the patient.

If you are in any doubt whatsoever as to the authority of a person or body asking for information of this nature, you must seek advice from the Information Governance Manager. Similarly, no information of a personal or confidential nature concerning individual members of staff should be divulged to anyone without the proper authority having first been given. Failure to observe these rules will be regarded by your employers as gross misconduct which could result in disciplinary action being taken against you. In the case of information held on computer systems, you may be held personally liable if you in any way knowingly contravene the appropriate terms of the Data Protection Act 2018.

Health & Safety

It is the duty of employees to work in such a way that accidents to themselves and to others are avoided, and to co-operate in maintaining their place of work in a tidy and safe condition, thereby minimising risk. Employees will, therefore, refer any matters of concern through their respective line managers. Similarly, it is each person's responsibility to ensure a secure environment and bring any breaches in security to the attention of their managers. In the absence of the Manager/Deputy Manager, the Registered Nurse is responsible for all patients, staff allied health professionals, the building and all safety protocols.

Safeguarding

The Isle of Man is committed to safeguarding and promoting the welfare of children, young people and adults at risk and expects staff to share this commitment. Staff must work in accordance with all health and social care policies relating to safeguarding.

All employees of the IOM Government are responsible for taking reasonable measures to ensure that the risks of harm to children and vulnerable adults are minimised. They should take all appropriate actions to address concerns, working to agreed local policies and procedures including the guidance on Safeguarding, in partnership with other relevant agencies. This includes accessing appropriate training, advice and support.

Job Description Appendix 1

Physical, mental and emotional demands of the job and working conditions

Physical Effort

- As far as reasonably practicable to be the first to attend the SARC out of hours to ensure everything is ready for the complainant to attend, with or without support
- To ensure that the SRC is ready for the examiner to attend and see the complainant
- The physical activity required to support the examiner to undertake examinations and collect evidence
- Working in spaces that may become very warm especially when wearing scrubs and PPE
- To undertake each post examination decontamination, empty bins etc and regular environmental swabbing to ensure a forensically sound environment
- To restock equipment/evidence kits that have been decontaminated ready for the next examination
- To ensure after each decontamination the forensic area is locked and a numbered plastic seal is in place to indicate the same
- Standing for long periods whilst supporting complainants during examinations
- Standing for periods of time whilst supporting service users and decontaminating the forensic areas of the SARCThere will be periods of prolonged sitting whilst accessing a computer and screen, making follow up calls, ordering stock
- Walking and/or driving to attend meetings in various locations around Manx Care and other service areas such as the Police, schools, Keyll Daree as required

Mental Effort

- The post holder will have to concentrate for whilst undertaking data analysis, updating case records and any other SARC related projects as directed by the Clinical Lead/Manager
- Have the ability to manage and prioritise operational workload in relation to supporting examinations that occur out of hours
- Concentration required whilst supporting examinations and labelling up evidence
- Required to continually keep up professional knowledge and skills
- Attend all mandatory training (face to face/online) and any other appropriate courses
- The post holder will frequently be exposed to distressing information and occasionally injuries when supporting examinations and taking of case histories

Emotional Effort

- Dealing with upset, distressed, traumatised complainants and their relatives/support
- Planning your working day to meet the challenges and demands of the service and complainants
- Be able to respond to emergency situations such as a collapsed complainant/relative
- Support and communicate effectively with complainants and their support
- Occasional exposure to safeguarding issues both for adults and young people
- Exposure to distressing information and details related to the complainants supported

Working Conditions

- Possible exposure to body fluids when labelling evidence
- Exposure to cleaning products used for decontamination of the forensic area and general cleaning in all other areas
- Exposure to unpleasant odours and infectious illnesses
- Disposal of clinical waste
- Occasionally working with complainants who are unkempt and lice infested
- Working with complaints and their relatives who may be distressed, traumatised and/or anxious
- Occasionally working with complainants and/or their relatives who are angry/aggressive
- Having to drive/walk to various meetings in various locations

**Isle of Man Manx Care
Person Specification**

Job Title:	Crisis Support Worker
Department:	Manx Care
Division:	Sexual Assault Referral Centre
Band:	4

Attributes	Essential (E) or Desirable (D)	Method of Assessment
Qualifications <ul style="list-style-type: none"> ♥ Educated to A Level/NVQ3 ♥ Educated to degree level 	 E D	 CV/Interview
Experience <ul style="list-style-type: none"> ♥ Experience in an administrative role ♥ Knowledge/experience of Manx Care, social care or public sector working ♥ Experience of working within a forensic service/supporting forensic examinations ♥ Knowledge and Experience of clinical governance procedures ♥ Previous experience of working autonomously ♥ Previous experience in a support/care role ♥ The ability to use Information Communication Technology effectively 	 D E D D E E E	 CV/Interview
Attributes <ul style="list-style-type: none"> ♥ Able to deal with the sensitive nature of the work in a SARC, non-judgemental and empathetic approach ♥ Excellent verbal and written communication skills ♥ Able to work in a close-knit multi-disciplinary team ♥ Excellent interpersonal skills ♥ Good negotiating skills ♥ Good organisational skills ♥ Good literacy skills and attention to details ♥ Understanding of principles of audit 	 E E E E D E D	 Interview/Assessment
Professionalism and Values <ul style="list-style-type: none"> ♥ Professional attitude towards work, reliability and self-care ♥ Able to demonstrate commitment to diversity and equality opportunities ♥ Flexible/Adaptable and able to deal with the unpredictable nature of the work and priorities including out of hours 	 E E E	 Interview/Assessment

<ul style="list-style-type: none"> 📍 Able to demonstrate and live the values of the IOM Government and Manx Care values 	E	
<ul style="list-style-type: none"> 📍 Satisfactory Police Check 📍 Isle of Man Worker 📍 Full valid driving license with access to own vehicle 	E D D	Pre-employment Checks Application CV