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**Specialist Sexual Violence Support Line and Live Chat Worker**

**Salary:** £14 – £16.50 per hour (depending on shift pattern)

**Employment type:** 16 - 32 hours per week

This post is a minimum of 16 hours per week.

*Shifts will be fixed and do not rotate. This service operates 365 days a year.*

Shifts patterns and times are:

16:00hrs – 00:00hrs Monday – Sunday

00:00hrs – 04:00hrs - Monday – Sunday

00:00hrs - 08:00hrs - Monday – Sunday

*We ask that you please detail your preference of shifts on the application form in the section provided.*

**Benefits:** 30 days annual leave + bank holidays pro rata - Employer contribution-based pension scheme – comprehensive training - development and progression opportunities

**Responsible to:** Navigation, Support Line & Online Services Manager

**Based**:  Lincoln – this role is office based for all shifts

***All roles at Lincolnshire Rape Crisis are subject to a 6-month probationary period.***

**Other Information**

* Applicants will undergo an enhanced disclosure and barring check (DBS)
* This position is based at Lincolnshire Rape Crisis in central Lincoln.
* Application by email only

All completed applications must be sent to recruitment@lincolnshirerapecrisis.org.uk – *please note any applications sent/received after the deadline stated above will not be considered.*

**Equal opportunities statement**

Lincolnshire Rape Crisis is an equal opportunities employer, and we welcome applications from all women. As an organisation run by women, we strive to be supportive and flexible to the needs of our staff.

**Purpose of role**

Provide trauma informed, empowerment based, practical and emotional support to survivors across the UK on a Support Line and live chat service.

Facilitate the provision of a national 24/7 Support Line and Live Chat service.

To represent and promote Lincolnshire Rape Crisis and build appropriate partnerships within both statutory and voluntary agencies in local communities.

**Main Duties and Responsibilities**

* Demonstrate a commitment to Lincolnshire Rape Crisis Service Values
* To facilitate trauma informed, empowerment based, practical and emotional support, information and advocacy to survivors who have experienced, are experiencing or are at risk of sexual violence via a Support Line and live chat.
* To maintain good practice standards at all times
* To work closely with partnership agencies
* To liaise with other relevant voluntary and statutory agencies and to make referrals and signpost to other agencies as appropriate
* To build and maintain a national information base and positive working relationships
* To participate in the development of special projects as agreed by the Service Manager
* To actively engage in the Lincolnshire Rape Crisis supervision and appraisal model
* To be committed to your own personal development
* To keep accurate records and information in line with GDPR and Lincolnshire Rape Crisis policies and procedures
* To maintain information, record keeping and monitoring systems and collate data as required by the service
* To provide reports in line with agreed practices and procedures as requested by the Service Manager
* To work on a flexible basis within the overall number of contracted hours to provide an accessible service to all survivors
* To attend external meetings and training events and represent LRC when required
* To attend and participate in team, project and trustee meetings as required
* To contribute to the development of Lincolnshire Rape Crisis
* Any other duties as commensurate with the post, as requested by the Service Manager

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**Essential Criteria – Specialist Sexual Violence Support Line and Live Chat Worker**

E= Essential D = Desirable

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| **Knowledge and understanding** |
| 1. An understanding of and commitment to the values and the objectives of the organisation
 | E |
| 1. A feminist who is demonstrable of these values
 | E |
| 1. An understanding of the impact of sexual violence on survivors, their

families, friends, communities and society | E |
| 1. An understanding of the support needs of survivors of sexual violence
 | E |
| 1. An understanding of diversity, and a good demonstrable understanding of equal opportunities and an ability to implement this in practice
 | E |
| 1. An understanding of child protection and safeguarding (adults and children) issues.
 | E |
| **Skills and Ability**  |
| 1. Ability to maintain professional boundaries with service users
 | E |
| 1. Ability to carry out work discreetly and to understand and maintain confidentiality
 | E |
| 1. Initiative, flexibility and the ability to work without direct supervision and as part of a team
 | E |
| 1. Ability to be flexible and adapt to changing circumstances of the role and the organisation
 | E |
| 1. An excellent level of IT skills, the ability to use MS office 365 and an ability to use an online live chat and call handling system
 | E |
| 1. Confidence and ability in using the telephone and live chat system to provide listening support to callers, some of whom may be in distress and experiencing high trauma
 | E |
| 1. Excellent organisational skills
 | E |
| 1. An ability to think creatively
 | E |
| 1. Integrity and accountability
 | E |
| 1. Ability to prioritise tasks and work to deadlines
 | E |
| 1. Ability to remain calm in high pressure/trauma situations
 | E |
| 1. Ability to speak additional languages
 | D |
| **Experience** |
| 1. Previous experience of working with individuals in a supporting role
 | D |
| 1. Previous experience of providing support for survivors of sexual violence in a professional capacity
 | D |
| 1. Experience of working with service users who have mental health needs
 | D |
| 1. Experience of working in the voluntary sector and/or charity sector
 | D |
| 1. Experience of multi-agency working
 | D |
| 1. Experience of working in a call centre or call operative roll
 |  D |
| 1. Experience of working in a roll delivering online chat facilities
 |  D |