



Job Description

Job Title	Senior Welcome Worker
Reports to	Welcome Team Coordinator
Location	6a Pavilion Buildings, Brighton BN1 1EE
Hours	37 hours – fixed term contract until March 2023
Pay Scale	£30,451 - £32,910 (SP 26-29)
Date issued	20th September 2021

Job Purpose

This is an exciting new role within the expanding Welcome Team at Survivors Network. The Welcome Team is the front door to Survivors' Network and carries out the intake and assessment for all new referrals and deals with general enquiries. Initially, you will be responsible for the intake supervising the Duty Welcome Worker, attending agency meetings and providing frontline support to the team as required.

Key Accountabilities

- To supervise and support the Welcome Team
- To provide effective and safe case management
- To ensure that the 'front door' to the organisation is effective, accessible, and safe.
- To deliver a consistent, easy to navigate 'front door' to the organisation
- To provide a trauma informed streamlined pathway for clients between Survivors' Network services
- To ensure resilience in the administrative function of the organisation
- To represent Survivors' Network in a professional manner

Working Relationships

- To work to ensure strong and effective partnerships with external stakeholders
- To provide appropriate signposting and referrals to external services to ensure that the clients are supported in all aspects of need
- Work with the Coordinator to develop multi agency partnership working
- To attend regular multi-agency and allocation meetings
- To develop and staff drop-in sessions, awareness-raising stalls and other outreach activities in the community

Duties and Responsibilities

Senior responsibilities

- To provide effective line management supervision to the Welcome Team
- To be the first point of contact for queries from the Welcome Team in relation to best practice and processes
- To support the Welcome Team Coordinator to implement and embed new processes as the team grows
- To ensure that the 'front door' of Survivors' Network is effective, accessible and safe
- To support recruitment into the Welcome Team
- Providing quality assurance of the inputting and data collection
- To provide robust case management
- To support the Welcome Team Coordinator with preparation of reports for funders

Front line responsibilities

- To support the team by carrying out frontline work when required

Service Development

- To contribute to and provide input into service planning and development
- Work with the Welcome Team Coordinator to promote and develop the service in accordance with Survivors' Network ethos and policies and in response to service user feedback.
- Maintain up to date knowledge on issues relevant to survivors of sexual violence
- Raise awareness of Survivors' Network services by delivering presentations, attending meetings at partner agencies, staffing stalls at events
- Maintain the profile of Survivors' Network and contribute to the organisation's marketing, profile and fundraising function

General Duties

- Act in accordance with Survivors' Network's and Local Authorities' Safeguarding policies and procedures.
- Ensure the Survivors' Network commitment to working within an Empowerment Model is central to the development and delivery of all services.
- Attend and participate in regular training, staff meetings, supervision and other meetings as necessary within the Survivors' Network team
- Carry out occasional evening and/or weekend work as required.



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- Be committed to personal and professional development and undertake relevant training and CPD opportunities.
- Carry out your own administrative duties
- Undertake any duties consistent with the post as may be reasonably requested by your line manager, the CEO or the Board of Trustees.

No job description can cover every issue which may arise within the post at various times and the post holder is expected to carry out other duties from time to time which are broadly consistent with those in this document.

Person Specification

Assessment Area	Criteria	Desirable (D) / Essential (E)	Method of Assessment (*A,I,T)
Qualifications & Experience	Significant experience of working with vulnerable or traumatised individuals	E	A,I
	Experience of supervising or mentoring staff or volunteers in a role working with vulnerable people	E	A,I
	Experience of administrative work and ability to manage and prioritise a high volume of different tasks in an efficient and careful manner	E	A,I
	Significant experience of carrying out assessments and support planning with clients in person and over the phone	E	A,I
	Significant experience of working with safeguarding issues	E	A,I
	Experience of working in multi-agency settings including statutory and voluntary services, with an ongoing commitment to partnership working	E	A,I
	Experience of maintaining confidential case files, founded in a working understanding of data protection and confidential working practices	E	A
	Considerable experience in software packages eg Office	E	A
General Skills and Professional Behaviours	Commitment to the vision, mission and values of Survivors' Network	E	A
	Commitment to anti-discriminatory practice, equal opportunities and an intersectional understanding of feminism.	E	A
	Commitment to self care and maintaining appropriate professional boundaries	E	A
	Self motivated and focused on delivering high quality services with an ability to function effectively in high-	E	A



	pressure situations		
	Ability to think creatively and show initiative	E	A
	Excellent written and oral communication skills	E	A
	Committed to personal development and having the ability to critically assess own performance and engage in reflective practice	E	A
Role Specific Skills	Knowledge and understanding of the issues relating to sexual violence	D	A, I
	Knowledge and understanding of the barriers survivors face in accessing services and how to address these	D	A, I
	Experience of case management with supervisees	D	A, I
	Experience of using an online case management system	D	A, I
	Knowledge of the criminal justice system and other options available to survivors of sexual violence	D	A, I
Special Requirements	Occasional travel as required to meetings in Sussex	D	A, I

*A Application; I Interview; T Test