Survivors' Network

Job Description

Job Title	Triage and Initial Support Worker
Reports to	Welcome Team Manager
Location	Flexible across our Brighton office (please note that our Brighton office is not accessible for persons with mobility issues), Eastbourne office, or Hove office, as well as working from home, with occasional travel across Sussex.
Hours	37 hours – Fixed term till December 2027
Pay Scale	£26,083
Date issued	**19.11.26**

Job Purpose

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. Your primary responsibilities are to offer a trauma-informed assessment to new clients coming into the service and process new referrals into the organisation.

Key Accountabilities

- To respond to enquiries to Survivors' Network
- To process and respond to all referrals (for children and adults who have experienced sexual violence) to the service
- To provide administrative support to service teams
- To give information to the public, stakeholders and partner organisations on Survivors' Network services, including delivering presentations at meetings and events
- To raise awareness of the issues relating to and the needs of survivors of sexual violence

Working Relationships

- To provide appropriate signposting and referrals to external services to ensure that the clients are supported in all aspects of need
- To attend multi-agency and allocation meetings
- To attend staff drop-in sessions, awareness-raising stalls and other outreach activities in the community

Duties and Responsibilities

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Operational Delivery

- Process incoming referrals to Survivors' Network by putting cases on our case management system
- Carry out further assessment for individual services / groups within Survivors' Network and refer in, as appropriate
- To represent Survivors' Network and survivors of sexual abuse / rape at multi-agency meetings
- Carry out administrative functions for the service teams (including operational support to therapists and volunteers, managing waiting lists, sending out support information, updating resources and supporting volunteer recruitment and training)
- Staff outreach functions including drop-in sessions
- Provide interim support for service users prior to allocation to individual SN services. This includes giving information on the Criminal Justice System (CJS) and other options and liaising with and advocating on behalf of clients to other agencies (especially CJS agencies)
- Contact clients and conduct an initial needs assessment (usually over the phone but also face to face as required) and provide needs based follow up support as required.

Service Development

- Work within the Welcome Team 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 BHSCP/ ESSCP's 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
- Be committed to personal and professional development and undertake relevant training and CPD opportunities

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- Carry out your own administrative duties
- Undertake any duties consistent with the post as may be reasonably requested by your line manager, the Senior Management Team or the Board of Trustees

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

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Person Specification

Assessment Area	Criteria	Desirable (D) / Essential (E)	Method of Assessment (*A,I,T)
Qualifications & Experience	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**
	Considerable experience in software packages eg Office	**E**	**A**
	Experience of working with vulnerable or traumatised individuals	**D**	**A**
	Experience of carrying out assessments / interviews with clients in person and over the phone	**D**	**A**
Role Specific Skills	Knowledge of safeguarding procedures and experience of working with people who may be at risk of harm	**E**	**A, I**
	Excellent written and oral communication skills	**E**	**A,I**
	Self motivated and focussed on delivering high quality services with an ability to function effectively in high-pressure situations	**E**	**A,I**
	Commitment to self care and maintaining appropriate professional boundaries	**E**	**A,I**
	Ability to think creatively and show initiative	**D**	**A**

	Commitment to the vision, mission and values of Survivors' Network	**E**	**A,I**
	Knowledge and understanding of the issues relating to sexual violence	**D**	**A,I**
	Experience of maintaining confidential case files, founded in a working understanding of data protection and confidential working practices	**D**	**A**

***A** Application**; I** Interview**; T** Test**.**