Job Description

Title: **Single Point of Access (SPOA) Officer**

Accountable to: **Head of Operations**

Notice Period: **1 Month**

Salary Scale: **£20,782.50 0.8 FTE (£25,978 FTE)**

27 days, plus bank holidays, leave per annum, pro rata

Background

SV2 is a company Limited by Guarantee which is registered with the Charity Commission (Registered Number 1077863). The registered aims of the Charity are:

- to help relieve the suffering and distress of persons who have been raped or sexually abused and;
- to advance the education of the public in the subject of rape and sexual abuse and their effects.

The registered activities are:

- to promote the recovery of any adult or young person of any gender who has experienced rape or sexual abuse at any point in their life and;
- to offer one to one counselling, phone support, forensic medicals following recent incidents, with or without police involvement, young people's service, trust & support through court and criminal proceedings.

Purpose of the Job

The role is to provide a high quality, specialist service to victims of sexual violence acting as a single point of assessment for new referrals to SV2. To undertake initial assessments to determine the individual client's risk and needs at the point of entry to the Organisation and determine allocation to the appropriate internal support service and/or including referrals or signposting to other external providers.

This role forms part of SV2's approach in providing support for victims of sexual assault and abuse with the postholder often being the first point of contact for new clients. It requires an excellent communicator and a good team player. Assessments will generally be undertaken on the telephone or virtually on-line.

Accountability
The SPOA Officer will be line managed by the Head of Operations and is accountable to the CEO. The post is part of a wider team at SV2 delivering a range of support services to victims of sexual violence.

Main Duties and Responsibilities
General

- Provide a telephone or online assessment service within a specified timescale, the aim is to offer appropriate support in the right place, at the right time
- Make an assessment of mental health needs and determine the most appropriate support required to manage mental issues at that time
- Learn about individuals' specific needs and risks as well as strengths, assets and wishes and provide appropriate advice, information and support
- Determine allocation of new clients to specific service areas within SV2
- Make referrals and/or signpost clients to other appropriate external agencies
- Update SV2's case management system following assessment and any other contacts
- Monitor, maintain, plan and prioritise own workload in line with the Organisation's expectations around timeliness of assessment
- Respond to safeguarding issues and liaise with staff and managers in accordance with SV2's safeguarding policies
- Support further development of the role
- Liaise with other agencies, as required
- Gather data and feedback, as required
- Provide information and reports for managers, as required

Professional

- Sensitive and intuitive approach helping to empower and support service user independence
- A background in mental health support and a desire to maintain skills in this area
- Knowledge of the local available provision for mental health support and ability to set up new pathways as need is identified
- Develop and maintain knowledge and skills relevant to sexual assault and abuse which meet the needs of the Organisation, client group and sexual offences legislation
- Maintain confidentiality in line with SV2's information governance policies
- Adhere to the British Association of Counsellors and Psychotherapists (BACP) Code of Ethics adopted by SV2

Communication and Public Relations

- Raise awareness of services in line with SV2's Communications Strategy
- Ensure communication between agencies is effective
- Represent the service in a professional manner

Other duties

- Work within SV2's Health & Safety Policy and take responsibility for personal Health & Safety

- Attend regular line management, clinical group supervision, appraisal meetings and team meetings, as required
- Carry out any other responsibilities that fall reasonably within the scope of the SV2 role and at the request of the Management Team

Person Specification

Attributes	**Criteria** (E) Essential (D) Desirable (Only essential criteria will be considered when undertaking the job evaluation process)	**Method of Assessment** e.g. Application Form/ Interview/ Presentation/ Test
Qualifications	Minimum of five GCSEs Grade C or above or higher-level educational qualification(s) (D)	Application
	Safeguarding training to Level 3 (E)	Application
	Professional registration or accreditation in a relevant field such as social work, therapy, mental health, nursing, etc (D)	Application
Experience	At least One Year's experience of working directly with individuals with complex needs, including mental health (E)	Application/ Interview
	Experience of working in a safeguarding environment (E)	Application/ Interview
	Experience of undertaking assessments or developing support plans for individuals (E)	Application/ Interview
	Ability to work with minimal day to day supervision (E)	Application/ Interview
	Experience of working in a multi-disciplinary environment with professional boundaries (E)	Application/ Interview
	Experience in delivering services in a confidential environment (E)	Application/ Interview
	Experience of using whole systems approaches in supporting clients (E)	Application/ Interview
	Experience of building relationships with partner services and other professionals (D)	Application/ Interview
	Experience and ability to engage diverse communities (D)	Application/ Interview

Knowledge & Skills	Knowledge of issues affecting victims of sexual violence and abuse (E)	Application/ Interview
	Evidence of practice based training in a relevant field such as mental health, complex needs, etc (D)	Application/ Interview
	Ability to negotiate and influence a wide variety of different professions, working in a multi-disciplinary setting (E)	Application/ Interview
	Knowledge and experience in relation to the Safeguarding of Vulnerable Adults and Children (E)	Application/ Interview
	Able to maintain professional, well written and comprehensive notes and write reports (E)	Application/ Interview
	Knowledge and understanding of the impact of Trauma (D)	Application/ Interview
	Ability to research and map services and produce meaningful up-to-date pathways (D)	Application/ Interview
	Competent use of IT i.e. Word, Outlook, Gmail, Excel, etc (E)	Application
	Excellent oral and written skills (E)	Application/ Interview
	Able to communicate in a concise and professional manner with a range of staff at various levels, both internal and external to the organisation (E)	Application/ Interview
Other	Must hold a valid driving licence and use of a vehicle which will need to be insured for business use or have access to reliable transport (E) This post is subject to an Enhanced DBS check and police vetting (E) The Post Holder will be required to carry a work mobile phone during working hours	Application