

JOB DESCRIPTION

JOB DETAILS	
Job Title	Lead Crisis Worker
Reports to	Line Manager
Band	Band 5
Department/Directorate	Devon and Cornwall SARC / Clinical Support and Specialist Services Division / Royal Devon University Healthcare NHS Foundation Trust

JOB PURPOSE
The Lead Crisis Worker will predominantly be office based and will undertake administrative tasks whilst responding to telephone calls from those who have been sexually assaulted/abused and act upon this according to policies and procedures. This will involve providing initial support to the service users in times of crisis, utilising trauma stabilisation techniques and being non-judgemental and reassuring in their decision-making process. Lead Crisis Workers work alongside the Forensic Examiners supporting patients during a forensic medical assessment. The post holder will be expected to contribute to the Lead Crisis Worker rota which provides support, options and information to members of the public in the immediate aftermath of sexual violence, between the hours of 5pm – 9am and over the weekend period. The postholder may be required to work over shift handover and may also need to vary their hours of work, including start and finish times, to meet the needs of clients. The role involves engaging with stakeholders across the regional sexual assault services network.

KEY RESULT AREAS/PRINCIPAL DUTIES AND RESPONSIBILITIES
The postholder will work alongside the Forensic Medical and Nurse Examiners to support clients; predominantly to provide information about the self-referral service, the choices available to them and provide emotional support. • Will provide telephone information; assisting the administration and management process of a client visiting the SARC • Will inform individuals about the self-referral service and the choices available, ensuring that they are supported and informed in a sensitive and appropriate way. • Offer information to enable informed decisions to be made in relation to forensic examination, access to psychosocial care and supporting a criminal prosecution and ensure that client wishes are paramount, seeking support as required. • Will collect intelligence from victims who wish to remain anonymous and report to police to support wider safeguarding of the general public. • Will manage the telephone 'Hub' inbox and triage referrals to the appropriate professional for action. • Will be responsible for day to day management of a team of out of hours crisis workers. This may include the requirement to attend meetings that are held outside of 9am-5pm core hours. • Will plan out of hours rotas for the bank crisis workers, highlighting any problems or gaps in service cover to line manager and will take part in the Lead Crisis Worker on call rota, out of hours, to support the on call clinical teams. • Will be responsible for ordering stock for the forensic suites and restocking when required, adhering to forensic integrity guidance. • Will support the environmental monitoring regime within the forensic areas of the SARC by taking DNA illumination swabs.

- Will monitor standards of practice and audit case notes and act upon in conjunction with the nursing team and clinical lead.

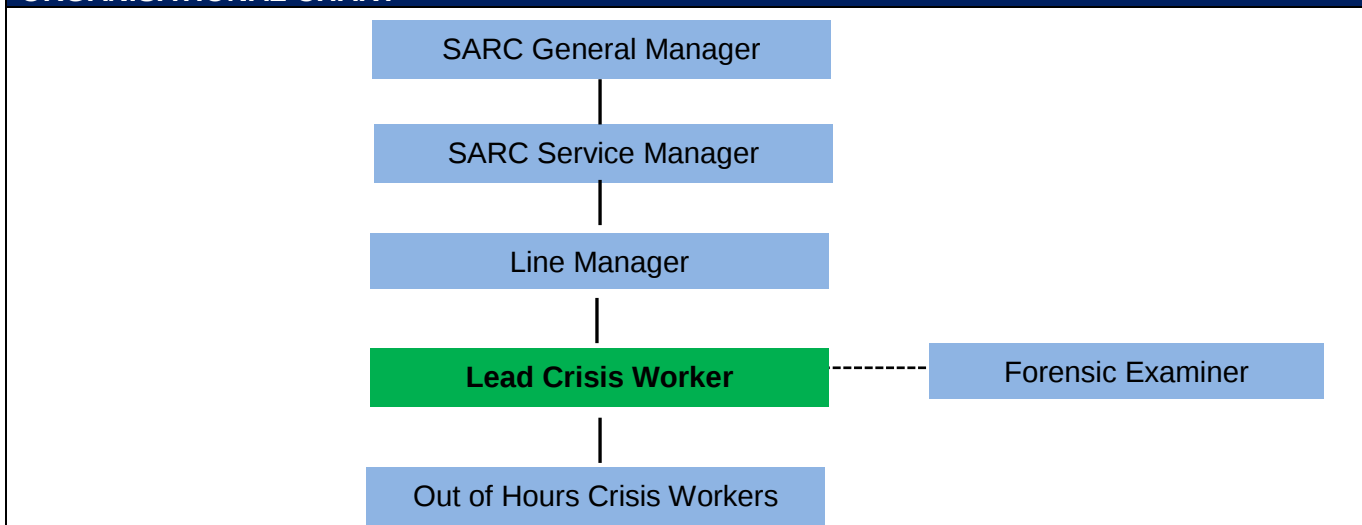
KEY WORKING RELATIONSHIPS

Of particular importance are working relationships with:

Internal to the Trust	External to the Trust
• Safeguarding leads and teams • Nursing teams • Psychological therapy teams • Support staff • SARC Staff	• Devon and Cornwall Constabulary • Peninsula SARC Clinical Leads • Forensic Medical Practitioners • Acute hospital trusts • Voluntary agencies • Mental health services • ISVA provider and ISVA's • Sexual Health Services • Other SARC's • Social services

The post holder is required to deal effectively with staff of all levels throughout the Trust, the wider Healthcare community, external organisations and the public. This will include verbal, written and electronic media.

ORGANISATIONAL CHART



FREEDOM TO ACT

Is guided by precedent and clearly defined occupational policies, protocols, procedures or codes of conduct. Work is managed, rather than supervised, and results/outcomes are assessed at agreed intervals.

- Provides information and support to service users, but can seek guidance from the senior clinical colleagues if required.
- To always work within clearly defined accountability framework

COMMUNICATION/RELATIONSHIP SKILLS

Provide and receive complex and highly sensitive information to patients who may have barriers to understanding. Appropriately communicates very sensitive, complex information to service users and relatives, whilst offering empathy and reassurance.

- Communicate effectively with service users who are traumatised and often have complex needs. This includes the ability to communicate detailed information in a way that is easily understood so that people can make informed decisions.
- Provide confidential and non-judgemental information to enable service users to make informed decisions around the criminal justice process and their future care pathway.

- Alongside forensic examiner, liaise with the multidisciplinary team in the provision of support services
- Liaise with other providers regarding aspects of care provision, as directed by senior clinical colleagues.
- Communicate effectively with a team of out of hours crisis workers, chairing crisis worker Team meetings.
- Positively represent the SARC and Royal Devon University Healthcare NHS Foundation Trust to all internal and external agencies.
- Deliver training packages for a variety of audiences including Police, Universities and health and Social Care personnel as required.
- To read all correspondence from management with updates etc. and change your practice in line with any changes.

ANALYTICAL/JUDGEMENTAL SKILLS

In conjunction with forensic examiners use analytical skills and informed professional judgement in relation to decisions regarding child protection, safeguarding or public safety (e.g. information relating to serial sex offenders) referring to a senior clinician for support and/or escalating as necessary.

- Review and audit the out of hours crisis workers paperwork using agreed standards as per local policy
- To manage the 'Hub' mail box on a rota basis, and triage referrals to the appropriate professional for action, as per the local policy.
- Partake in the out of hours Lead Crisis Worker rota, to provide telephone advice to members of the public following rape and sexual assault and who may need support/advice in reporting this to the appropriate agencies i.e. police and in conjunction with Forensic Examiner identify any onward support referrals that need to be made and action this when appropriate.
- May be required to attend court as a witness in criminal proceedings where requested or summons by judge
- To recognise and report any incidents, complaints and near misses to self, service user's or carers to the appropriate manager or professional within the stated timescales and record these on DATIX.

PLANNING/ORGANISATIONAL SKILLS

Plan, organise and prioritise own workload on a day to day basis and guide the workload of out of hours crisis workers as appropriate.

- Exercise good personal time management, punctuality and consistent reliable attendance.
- Plan out of hours rotas for the bank crisis workers highlighting any gaps in service provision to senior colleagues and line manager.
- To arrange the booking of forensic medical examinations out of hours when required, co-ordinating professionals and SARC locations across Devon and Cornwall with support of the on call clinical team or Specialist Services Manager on call.
- To undertake administrative processes to ensure smooth running of the service and other delegated responsibilities as required in conjunction with the SARC administration team.
- Provide administrative support in the service users care pathway by way of referrals or telephone follow up.

PATIENT/CLIENT CARE

Responsible for providing appropriate practical and emotional support to clients and work alongside the forensic examiners providing support during their forensic examination.

- In conjunction with the forensic examiners advocate on behalf of service users with other professionals so that the service user's views are paramount in any decisions around on-going care needs and to ensure that all actions undertaken are consistent with the client's wishes. Inform service users about appropriate services they are able to access.
- Support the forensic examiner to complete risk and needs assessments at the point of forensic medical examination to enable onward referral to the appropriate agencies/professionals.
- To support forensic examiners with basic life support, when required.
- Will provide a welcoming environment to service users as the first person that a victim of sexual assault or rape comes into contact with when they attend the SARC for a forensic medical assessment and ensure privacy for victims at all times.
- To know and understand the processes and procedures involved in attending the SARC and to explain these clearly to the victim in order to gain informed consent for examination.

- To adhere to case management protocols for all victims attending the SARC
- Respond to telephone calls and provide initial support to individuals in crisis who have recently experienced rape or sexual assault and who may or may not wish to make a report to the police.
- To provide practical advice including signposting to other services and resources to other professionals in the care of those that have experienced sexual harm
- Act as the service user advocate when required, promoting client choice and wishes in every situation and ensure that client wishes are paramount.
- Consider safeguarding issues when engaging with service users and follow appropriate policies and procedures, seeking support from safeguarding lead as required.
- Support forensic examiner to make onward referrals to appropriate support staff and outside agencies as required and according to policies.

POLICY/SERVICE DEVELOPMENT

To adhere to all Trust policies and contribute to the development of service, policies, protocols and guidelines as required by SARC manager.

- Work to Trust Policies, Procedures and Standard Operating Procedures (SOP) and maintaining standards of clinical governance.
- To contribute to areas of service development with support from lead professionals.
- To work with the senior nursing team to develop evidence-based standards, policies and guidelines to improve the practice of own and other professions.
- To participate in developing a shared vision of the service and work with the multi-disciplinary team, and external agencies to achieve this.
- To maintain a peer network of support, information and learning with other lead crisis workers within the organisation
- Demonstrate knowledge of quality issues and commitment to continuous quality and improvement.
- Contribute and work within the parameters of the Clinical Governance processes within the service

FINANCIAL/PHYSICAL RESOURCES

Support efficient use of resources including; ordering equipment, maintaining stock and supplies.

- The post holder has a personal duty of care in relation to equipment and resources.
- Ensure safe and efficient use of stock and equipment including; ensuring equipment is checked appropriately and any defects reported.

HUMAN RESOURCES

Responsible for the day to day management of the crisis workers within the SARC service including the monitoring of standards and their working practice in conjunction with the senior nurses.

- Support peers in the clinical area with support of the line manager.
- To act as a professional role model to peers and other professionals involved in the management of victims of rape or sexual assault, participating in the provision of a high-quality service to service users within the SARC service according to agreed policies
- Take a flexible approach in supporting colleagues during times of caseload pressures.
- Participate in the training and induction of new staff and other staff/students as appropriate.
- To participate in regular clinical supervision led by the line manager and/or senior clinicians.
- To actively participate in annual personal development review process, maintain own professional development and attend training, including all mandatory training as required
- To participate in debriefs where necessary.

INFORMATION RESOURCES

- Will collect intelligence from victims who wish to remain anonymous and for third parties and report to police.
- To document all patient contacts and accurately maintain patients records as per Trust Documentation Policy and maintaining patient confidentiality.
- Inputting, storing and providing information on relevant IT systems.

RESEARCH AND DEVELOPMENT

To participate in research, audit projects and service evaluation as directed by the clinical lead in order to improve standards of patient care.

- Contribute to developing own and team evidenced based practice including quality improvement, audit and research activity in conjunction with the senior nurses

To keep abreast of current developments and research in relation to sexual assault and related areas.
PHYSICAL SKILLS
- The post holder will have standard keyboard skills and use a VDU on a daily basis - Manual handling of stores and equipment will also form part of the post holder's responsibilities. - Assist forensic medical practitioner/paediatrician with physical examinations of adults and children. - The post holder will be required to undertake driving and travel between the three SARC locations across Devon and Cornwall or when undertaking off site forensic medical examinations as required.
PHYSICAL EFFORT
- The role will have a combination of sitting, standing and walking with occasional moderate effort for several short periods along with sitting at a VDU for long periods of time - Driving to meet the requirements of the post, which will include working across the three sites (Exeter, Plymouth and Truro).
MENTAL EFFORT
- There will be frequent periods of concentration when listening to service users in order to obtain information to complete referral paperwork. - There will be regular unsocial working hours and the work pattern is unpredictable and subject to frequent interruption.
EMOTIONAL EFFORT
- The postholder will support service users who have experienced trauma and maybe in crisis and very distressed. - Frequent exposure to distressing or emotional circumstances, during telephone conversations and/or face to face when supporting service users during forensic examinations.
WORKING CONDITIONS
Occasional exposure to undesirable and unpleasant conditions, including the handling of soiled and damaged clothing, exposure to bodily fluids and aggressive and angry patients or their supporters. - Following trauma, the service user can be distressed and may react in unpredictable ways. Some clients may experience acute mental health symptoms including psychotic episodes. - Dealing with clients under the influence of drugs and/or alcohol - Regular use of a VDU.
OTHER RESPONSIBILITIES
- Contribute to and work within a safe working environment - You are expected to comply with Trust Infection Control Policies and conduct him/herself at all times in such a manner as to minimise the risk of healthcare associated infection - As an employee of the trust, it is a contractual duty that you abide by any relevant code of professional conduct and /or practice applicable to you. A breach of this requirement may result in action being taken against you (in accordance with the Trust's disciplinary policy) up to and including dismissal - You must also take responsibility for your workplace health and well being - Be physically active at work (i.e. take breaks away from your desk, taking the stairs where possible) - When required gain support from Occupational Health, Human Resources or other sources - Familiarise yourself with the health and wellbeing support available from policies and /or Occupational Health - Follow the trust's health and wellbeing vision of healthy body, healthy mind, healthy you - Undertake a Display Screen Equipment assessment (DES) if appropriate to role
DISCLOSURE AND BARRING SERVICE CHECKS
This post has been identified as involving access to vulnerable adults and/or children and in line with Trust policy successful applicants will be required to undertake a Disclosure & Barring Service Disclosure Check.
GENERAL
This is a description of the job as it is now. We periodically examine employees' job descriptions and update them to ensure that they reflect the job as it is then being performed, or to incorporate any changes being proposed. This procedure is conducted by the manager in consultation with the jobholder. You will, therefore, be expected to participate fully in such discussions. We aim to reach

agreement on reasonable changes, but if agreement is not possible, we reserve the right to insist on changes to your job description after consultation with you.

Everyone within the Trust has a responsibility for, and is committed to, safeguarding and promoting the welfare of vulnerable adults, children and young people and for ensuring that they are protected from harm, ensuring that the Trusts Child Protection and Safeguarding Adult policies and procedures are promoted and adhered to by all members of staff.

Northern Devon Healthcare NHS Trust and the Royal Devon and Exeter NHS Foundation Trust continue to develop our long-standing partnership with a view to becoming a single integrated organisation across Eastern and Northern Devon. Working together gives us the opportunity to offer unique and varied careers across our services combining the RD&E's track record of excellence in research, teaching and links to the university with NDHT's innovation and adaptability.

PERSON SPECIFICATION

Job Title	Lead Crisis Worker
------------------	--------------------

Requirements	Essential	Desirable
QUALIFICATION/ SPECIAL TRAINING		
Relevant foundation degree/diploma or equivalent experience	E	
Previous Experience of working in a healthcare setting	E	
Safeguarding training/qualification	E	
Trained in delivering trauma stabilisation techniques / willingness to undertake training in post within 3 months (short course)	E	
Counselling skills qualification		D
KNOWLEDGE/SKILLS		
An understanding of confidentiality and safeguarding	E	
Excellent communication skills, both verbal and written	E	
Ability to work as part of a team	E	
Ability to work flexibly	E	
Have a good eye for detail	E	
Willingness to undertake appropriate training, for example, in child abuse, rape, sexual violence, and legal/criminal justice issues, and violence and aggression training	E	
Understanding of the nature of SARC and issues in relation to victims of rape or sexual assault.	E	
Knowledge of national policies relating to sexual assault and sexual health.		D
EXPERIENCE		
Previous experience of working in an environment which is sensitive and confidential	E	
Experience of working in a multi-disciplinary team	E	
Previous experience of working with people in a supportive role	E	
Previous experience of working with people in crisis	E	
Previous experience of working within a tense and challenging environment		D
Experience of working with people who have experienced sexual violence		D
Experience of using Microsoft office	E	
Previous admin experience	E	
PERSONAL ATTRIBUTES		
Compassionate	E	
Empathetic	E	
Works well under pressure	E	
Able to work under protocols and to policies	E	
Remain calm and professional in a busy environment	E	
Adhere to data protection and confidentiality requirements	E	
Other Requirements		
The post holder must demonstrate a positive commitment to uphold diversity and equality policies approved by the Trust.	E	
Ability to travel to other locations as required	E	
Ability to travel to SARC within 60 minutes of being called out.	E	

WORKING CONDITIONS/HAZARDS		FREQUENCY (Rare/ Occasional/ Moderate/ Frequent)			
		R	O	M	F
Hazards/ Risks requiring Immunisation Screening					
Laboratory specimens (forensic)	Y				X
Contact with patients	Y				
Exposure Prone Procedures	Y				X
Blood/body fluids	Y				X
Hazard/Risks requiring Respiratory Health Surveillance					
Solvents (e.g. toluene, xylene, white spirit, acetone, formaldehyde and ethyl acetate)	N				
Respiratory sensitisers (e.g isocyanates)	N				
Chlorine based cleaning solutions (e.g. Chlorclean, Actichlor, Tristel)	Y			X	
Animals	Y	X			
Cytotoxic drugs	N				
Risks requiring Other Health Surveillance					
Radiation (>6mSv)	N				
Laser (Class 3R, 3B, 4)	N				
Dusty environment (>4mg/m3)	N				
Noise (over 80dBA)	N				
Hand held vibration tools (=>2.5 m/s2)	N				
Other General Hazards/ Risks					
VDU use (> 1 hour daily)	Y				X
Heavy manual handling (>10kg)	N				
Driving	Y			X	
Food handling	N				
Night working	Y			X	
Electrical work	N				
Physical Effort	Y		X		
Mental Effort	Y				X
Emotional Effort	Y				X
Working in isolation	N				
Challenging behaviour	Y		X		