

# JOB DESCRIPTION

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| **JOB DETAILS** | |
| **Job Title** | Lead Crisis Worker |
| **Reports to** | SARC Nurse Manager |
| **Band** | Band 4 |
| **Department/Directorate** | Devon and Cornwall SARC / Clinical Support and Specialist  Services Division / Royal Devon University Healthcare NHS Foundation Trust |

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| **JOB PURPOSE** |
| * The Lead Crisis Worker will be office based primarily and 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, referring on as necessary. This will involve initial support to the service users in times of crisis being non judgemental and reassuring in their decision making process. * The Lead Crisis Worker will fulfil all tasks and work as part of a specialist team. To meet the needs of the service, the post holder may be required to work in other areas as appropriate as directed by the line manager. * The post holder will be the point of contact for the booking of forensic medical examinations within hours at the appropriate SARC locations ,liaising with external agencies i.e police as well as staff within the service ,ensuring all personnel are aware .The post holder will attend the forensic examination and undertake the crisis worker role within working hours to support the service user and make onward referrals as required working alongside the forensic examiner * The post holder will be responsible for the day to day supervision of the out of hours crisis workers and ensure the out of hours rota is populated and circulated to staff escalating any deficiencies to the Nurse Manager .The lead crisis worker will also take part in the clinical on call rota, out of hours, to support the crisis worker team and also to receive any telephone calls from service users who may not wish to contact the police * The Lead Crisis Worker in conjunction with the senior nurse’s or nurse manager will lead the voluntary sector organisations meeting across Devon and Cornwall. * There will be a requirement to monitor standards and work closely with the crisis workers in conjunction with the senior nursing team and clinical lead. This will include the audit of documentation   according to policies and guidelines. |
| **KEY RESULT AREAS/PRINCIPAL DUTIES AND RESPONSIBILITIES** |
| * To work as part of a multidisciplinary and multi-agency team, supporting men women and children who wish to have a forensic medical examination following a recent sexual assault or rape * To provide a welcoming environment to service users when in the crisis worker role as they will be 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. * To fulfil all tasks and work as part of a specialist team. To meet the needs of the service, the post holder may be required to work in other areas as appropriate as directed by the line manager. * To provide confidential and non-judgemental information to enable service users to make informed decisions around the criminal justice process and their future care pathway * Make onward referrals to support staff and outside agencies as required. * To have a good understanding of safeguarding at all times, liaising with the safeguarding teams and escalating concerns where appropriate * The post holder will further provide administrative support in the service users care pathway, in conjunction with the SARC administration team . * To participate in provision of high-quality service to clients within the SARC according to national and locally agreed policy. |

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| * Demonstrate knowledge of quality issues and commitment to continuous quality and improvement. To keep abreast of current developments and research in relation to sexual assault and related areas. * Partake in managing the telephone ‘Hub’ inbox and triage referrals to the appropriate professional for action. * Responsibility for day to day supervision of a team of out of hours crisis workers in conjunction with the senior nursing team. * To take part in the clinical on call rota, out of hours, to support the crisis worker team and also to receive any telephone calls from service users who may not wish to contact the police * Plan out of hours rotas for the bank crisis workers for sign off by the senior nursing team ,highlighting any problems * To monitor standards of practice and audit case notes and act upon in conjunction with the senior nursing team * Support the forensic examiner in the assessment of a care package of service users attending the SARC with multiple care needs * Organise and chair voluntary information sharing forums to ensure that the charitable sector have an awareness of the SARC service and pathways into it in conjunction with senior nursing team | | | |
| **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.

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| **ORGANISATIONAL CHART** |
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| **FREEDOM TO ACT** |
| * Working within the organisation’s policies and occupational procedures, using own initiative to provide information and support to service users, under the supervision of the senior nurse. * Adhere to professional and organisational standards of practice, and work within local and national guidelines. * To always work within clearly defined accountability framework * Maybe required to make decisions alone and then escalate to the registered practitioner * Work is managed rather than supervised with assessment of work at regular intervals |
| **COMMUNICATION/RELATIONSHIP SKILLS** |
| * 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 and receive complex and highly sensitive information. Communicates very sensitive, complex condition related information to service users, relatives offering empathy and reassurance. * 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. * Provide confidential and non-judgemental information to enable service users to make informed decisions around the criminal justice process and their future care pathway. * Liaise with the multidisciplinary team in the provision of support services * Consider safeguarding issues when engaging with service users and follow appropriate policies and procedures * Have the ability to communicate with the appropriate response and manner to both service user and carers/family during emotional times. * Make onward referrals to support staff and outside agencies as required and according to policies. * Liaise with other providers regarding aspects of care provision, as directed by nurse manager or forensic examiner * In conjunction with the forensic examiner carry out a needs-assessment, ensuring victims feel safe, believed, respected and in control of the process. |

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|  | **SARC General Manager** | |  |
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|  | **SARC Service Manager** | |  |
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| **SARC Nurse Manager Adult Services** | | | |
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|  | **Lead Crisis Worker** | |  |
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|  | **Out of Hours Crisis Workers** | |  |

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| * In conjunction with the senior nurse, communicate effectively with a team of out of hours crisis workers, * Positively represent the SARC and Royal Devon University Healthcare NHS Foundation Trust to all internal and external agencies. * To communicate effectively between departments and Trusts to ensure service user’s journey is seamless. * Accurately complete and maintain effective service user records being aware at all times of confidentiality issues. |
| **ANALYTICAL/JUDGEMENTAL SKILLS** |
| * Review and audit the crisis workers paperwork using agreed standards as per local policy and to provide accurate feedback to the team as necessary in conjunction with senior nursing team. * To manage the ‘Hub’ mail box in conjunction with admin staff, on a rota basis, and triage referrals to the appropriate professional for action, as per the local policy. * Partake in the out of hours clinical on call 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 * 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 professional within the stated timescales and record these on DATIX. * To have a good understanding of safeguarding issues and how to act upon and escalate as appropriate |
| **PLANNING/ORGANISATIONAL SKILLS** |
| * Plan, organise and prioritise own workload and guide the workload of out of hours crisis workers as appropriate. * Exercise good personal time management, punctuality and consistent reliable attendance. * To receive direct referrals within the speciality and to provide support to the clients as appropriate according to relevant policies * To organise the out of hours crisis worker rota for sign off by the nurse manager ,highlighting any potential problem areas * 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 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 . * To develop and maintain organisational skills relevant to the service, facilitating a satisfactory interface with SARC service, criminal justice agencies, health agencies and statutory and voluntary services. * Organise and chair voluntary information sharing forums to ensure that the charitable sector have an awareness of the SARC service and pathways into it in conjunction with senior nursing team * Provide administrative support in the service users care pathway by way of referrals or telephone follow up . |
| **PATIENT/CLIENT CARE** |
| * In conjunction with the forensic examiner support the service user with appropriate practical and emotional support at the point of the forensic medical examination through effective communication relating to the process. * In conjunction with the forensic examiner complete risk and needs assessments at the point of forensic medical examination to enable onward referral to the appropriate agencies/professionals. * 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 be a role model participating in the provision of a high quality service to service users within the SARC service according to agreed policies * To support service users in meeting their own health and wellbeing through providing information, health promotion, advice and support. |

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| * In conjunction with forensic examiner and other health professionals address people’s health needs through planning and delivering interventions which are based on best practice and clinical judgement * Support the forensic examiner in the assessment of a care package of service users attending the SARC with multiple care needs. * To provide advice including signposting to other services and resources to other professionals in the care of those that have experienced sexual harm * In the crisis worker role 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. * Support the service user and escalate concerns, in a timely manner, to the Nurse Manager. * To recognise ethical dilemmas relating to care and act as the service user/relative’s advocate when required. * To respond to all safeguarding needs liaising with safeguarding teams and leads as required. |
| **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. * To 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 act as a resource to others in developing and improving standards and skills in the SARC * 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 establish networks with other SARCs and associated specialists, to exchange and enhance knowledge and skills * The Lead Crisis Worker in conjunction with the senior nurses will lead the voluntary sector organisations meetings across Devon and Cornwall * 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. |
| **FINANCIAL/PHYSICAL RESOURCES** |
| * The post holder has a personal duty of care in relation to equipment and resources. * Support the efficient use of resources including; maintaining stocks and supplies and ordering equipment * Ensure safe and efficient use of stock and equipment including; ensuring equipment is checked appropriately and any defects reported. |
| **HUMAN RESOURCES** |
| * To participate in regular clinical and management supervision led by the senior nurse * To actively participate in annual personal development review process, maintain own professional development and attend training, including all mandatory training * Responsible for the day to day supervision of the crisis workers within the SARC service including the monitoring of standards and their working practice in conjunction with the senior nurses * Supervise, and support peers including bank and agency staff in the clinical area in conjunction with the senior nurse * 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. |
| **INFORMATION RESOURCES** |
| * To document all patient contacts and maintain patients records as per Trust Documentation Policy. * To participate in the Audit Programme relevant to the service, as appropriate. * Use of a range of computer systems e.g. word, excel and PowerPoint to create reports, documents and presentations. |

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| * Inputting, storing and providing information on relevant IT systems. |
| **RESEARCH AND DEVELOPMENT** |
| * Contribute to developing own and team evidenced based practice including quality improvement, audit and research activity in conjunction with the senior nurses * Occasional participation in research and audit projects and service evaluation as directed by the clinical lead in order to improve standards of patient care. * 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. * Ability to travel to other sites 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 * Ability to travel 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 which is predictable when listening to service users in order to obtain information to complete referral paperwork. * There will be occasional unsocial working hours and the work pattern is predictable and subject to frequent interruption. * To support the crisis workers and nurse colleagues formulate effective treatment programmes. |
| **EMOTIONAL EFFORT** |
| * In conjunction with the forensic examiner support service users who have experienced trauma and maybe in crisis and distressed. * Frequent exposure to distressing or emotional circumstances, during telephone conversations or when supporting service users during forensic examinations this can be more than once a week. |
| **WORKING CONDITIONS** |
| * Frequent exposure to undesirable, unpleasant conditions, including exposure to bodily fluids and aggressive and angry patients or their supporters. * Regular use of a VDU. |
| **OTHER RESPONSIBILITIES** |
| * Take part in regular performance review * Undertake any training required in order to maintain competency including mandatory training e.g manual handling * 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 well being support available from policies and /or Occupational Health * Follow the trust’s health and well being 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. |

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| **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

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| **Job Title** | Lead Crisis Worker |

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| **Requirements** | **Essential** | **Desirable** |
| **QUALIFICATION/ SPECIAL TRAINING** |  |  |
| Relevant foundation degree or equivalent experience | E |  |
| Good general education | E |  |
| Previous Experience of working in a healthcare setting | E |  |
| Safeguarding training/qualification | E |  |
| Counselling skills qualification | D |  |
| **KNOWLEDGE/SKILLS** |  |  |
| An understanding of confidentiality and safeguarding | E |  |
| Understanding of issues relating to rape and sexual assault | 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 |  |
| Ability to travel to SARC within 60 minutes of being called out. | 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 |  |

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