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## Safe Link Job Description

**Post:** **Safe Link Triage Worker**

**Responsible to: Safe Link Manager**

**Hours: 37.5 per week**

**Mon to Fri 8.30am – 5.30pm (on a rota basis)**

**Location: Office based - Bristol**

**JOB PURPOSE:**

The post holder will work collaboratively within an integrated team of ISVA’s working across Avon and Somerset providing pro-active, service user led support service to adult and child victims of both recent and non-recent abuse, to support them in coping with and recovering from the experience of abuse.

This post will deliver the ISVA single point of access telephone Triage service for adult and child victims of rape and sexual abuse, families/carers and professionals.

The Triage Worker will be the first point of access for people contacting the ISVA service, responsible for managing referrals and providing:

* high quality telephone triage and crisis response service
* assessing client risk and need
* advice and information
* signposting and referral
* admission to the full ISVA service

The role involves empowering victims to increase their options; make positive choices/decisions; increase their confidence; safety and to enable and empower them to cope and recover from their experience.

To promote the service, establish positive, proactive and innovative working relationships with partner agencies and coordinate access to the ISVA service.

Champion service user empowerment and involvement by ensuring our services:

* Are accessible to all potential service users;
* Value and respect service users as the experts of their experience;
* Work in strength-based and solution-focused ways with clients;
* Facilitate agreed actions into practice; and
* Use service user feedback and involvement to improve our service
* Have a Think Family approach

## PRINCIPAL RESPONSIBILITIES:

1. **Referrals and Assessments**
   1. Promote the service through building positive relationships with current, potential referrers and service users to ensure appropriate referrals are made.
   2. Take referrals from with the Bridge, Lighthouse, self referrals and those from voluntary and statutory agencies
   3. Provide a triage service for victims referred, ensuring initial needs and risks are assessed and understood, where appropriate carry out short term risk management, safety planning; provide information about what support services are available, refer and facilitate access including to the full ISVA service, or external support services.
   4. To liaise effectively and collaboratively with partner agencies to respond to victims in crisis and at risk, maximising safety and achieve positive outcomes
   5. Provide advice, information and support to other callers to the service e.g. family members or professionals
   6. Assess and Safeguard the welfare of children, young people and adults at risk; working within Missing Link’s safeguarding policies, South West Child Protection Procedures and local procedures for safeguarding adults at risk. Monitor all safeguarding concerns and make appropriate referrals to First Response/Care Direct as necessary
   7. If the rape or sexual assault is domestic, carry out a DASH risk assessment and make referrals to the Multi Agency Risk Assessment Conference (MARAC) as necessary and carry out follow-up actions agreed in the MARAC.
   8. Liaise closely with the caller and keep them informed of the action taken or referrals made on their behalf.
   9. Develop and maintain effective communication systems with key partners including the BRIDGE, Police, CPS, Lighthouse, Health, SARSAS, and other voluntary sector organisations across the Avon and Somerset
   10. Deliver high quality services adhering to national standards including following the Revised Victims Code of Conduct
2. **Support**
   1. Deliver high-quality telephone interventions, information, advocacy and assistance by providing support, advice, signposting or direct interventions as necessary.

* 1. Ensure appropriate access and admission to the ISVA service, encourage victims engagement with the service through multi agency working and service flexibility
  2. Provide support to all victims by working co-operatively and collaboratively with ISVA colleagues ensuring referral and support is co-ordinated and consistent
  3. Enable and encourage victims to take advantage of all services relevant to their needs and safety such as legal advice, housing support, benefits entitlement, education, medical treatment, counselling etc. Assist clients in gaining access to solicitors, advice agencies, housing departments
  4. Provide support and advice to professionals, family members/carers calling the service and liaise with agencies on behalf of callers as necessary
  5. Advise victims of their rights and options for seeking help and support from other agencies, making and proactively advocate to ensure barriers to accessing support are minimised
  6. To have a Think Family Approach by ensuring:
* Children and Young People’s voice is central to informing services
* Addresses safety, educational, health and emotional needs
* Supports them understand their experience
* Equips them with skills to recover and grow up to form positive, equal, safe relationships.
  1. Recognise, respect and address the needs of service-users who face particular barriers when seeking help to access the service, including those from different ethnic and cultural backgrounds, LGBT communities, disabled people, women with complex needs and other hard to reach groups.
  2. Safeguard the welfare of children, young people and adults at risk; working within Missing Link’s safeguarding policies, South West Child Protection Procedures and local procedures for safeguarding adults at risk. Monitor all safeguarding concerns and make appropriate referrals to First Response/Care Direct as necessary

**4. Record keeping and monitoring**

* 1. Oversee the quality and recording of referral information on the Oasis case management system ensure referrals are assessed and responded to in a timely and accurate manner
  2. Maintain clear and accurate records of calls received, referrals made, contact with service users, and other agencies/professionals and others ensuring that they meet the requirements of data protection and confidentiality.
  3. Ensure all client records, outcome and monitoring data is accurately recorded using the Oasis case management system and any other record/monitoring systems, prepare any additional information or reports used for the monitoring and evaluation of the services as required.

**5. Developing of self and others**

* 1. Actively participate in regular one-to-one supervision, reflective practice groups, and annual appraisals.
  2. Attend and make a positive contribution to staff / team meetings and to participate in organisational training and development events as required.
  3. Provide support and guidance to trainees, relief/agency workers and volunteers, when required.
  4. Develop your understanding of Psychologically Informed Environments (PIE) approach in engaging and supporting clients and embed PIE into your day to day practice.

1. **General**
   1. Act as a representative of Safe Link at internal and external meetings, as required, promote the organisation through building professional links with outside bodies as appropriate.
   2. Uphold the values and good name of Missing Link at all times, represent the organisation in a way that is consistent with its philosophy and ethos and within the Missing Link’s Code of Conduct.
   3. Work flexibly within a team setting; liaise with other workers as necessary and as appropriate to provide cover for holidays and staff absence.
   4. Work within Missing Link’s Health and Safety policy and guidance and to ensure your own health and safety and that of others at all times.
   5. Ensure the service is delivered in a culturally sensitive way for all service users, including challenging stigma and discrimination.
   6. Observe organisations equal opportunities, confidentiality, data protection policies.
   7. Understand and contribute to the overall objectives of the organisation and follow all existing organisational policies and procedures.
   8. Undertake other duties and responsibilities in keeping with the nature of this post as may be required from time to time.

***This job description is for guidance only and outlines the general ways in which it is expected you will meet the overall requirements of this post. The list of tasks is not exhaustive and duties may be varied from time to time, with the job description being subject to review and periodic amendments.***

***Missing Link is committed to safeguarding and promoting the welfare of children, young people and adults at risk of abuse, and expects all staff and volunteers to share this commitment.***