



The Women's Centre Cornwall

JOB DESCRIPTION

TITLE OF POST:	Specialist Support Worker (Sexual Violence)
RESPONSIBLE TO:	Support Services Team Leader
RESPONSIBLE FOR:	No direct line-management responsibility; may support and guide volunteers, students and group co-facilitators within agreed arrangements.
HOURS:	30hrs per week (Mon-Fri)
SALARY:	£27,596 per annum (pro-rata)
BASE:	Truro

GENERAL

The Women's Centre Cornwall (TWCC) is a charity with over 30 years' experience supporting women and girls living with the impact of domestic and sexual abuse. Growing from its early roots as a Rape Crisis Centre, it is now an innovative, award-winning feminist organisation providing a wide range of services for women and girls in our communities.

Our work with survivors of sexual and domestic violence is our core specialism, underpinned by our belief that there can be no real gender equality without a complete cessation of violence against women. Alongside this, we provide a range of community-based services across Cornwall and support women with experience of the criminal justice system across Cornwall, Devon, Dorset and HMP Eastwood Park.

As Lead Partner for key services including the Oak Sexual Violence Service, Cornwall Independent Domestic Violence Advocate (IDVA) service and Devon and Cornwall Independent Sexual Violence Advisor (ISVA) service, we work with a number of trusted partners to ensure that people of all genders, ages and backgrounds can access appropriate, high-quality support. Our work is rooted in feminist principles, with a strong focus on empowerment, equity, inclusion and belonging.

ROLE PURPOSE

To provide high-quality, specialist, trauma-responsive and survivor-led support to women living with the impact of sexual abuse and violence, including childhood sexual abuse and sexual violence within domestic abuse. The postholder will work alongside women to understand their

needs, strengths and choices, provide structured one-to-one and group support, and help women build safety, stability, confidence and connection.

The role contributes to TWCC's specialist sexual violence offer through assessment, Healing Journey support, Trauma Stabilisation, group and peer-support activity, robust exit planning and connection to wider services. Face-to-face support will be prioritised, with telephone or online support used where this better meets a woman's needs or circumstances.

KEY RESPONSIBILITIES

Specialist assessment and one-to-one support

- Undertake holistic, strengths-based assessments with women to understand support needs, risks, protective factors, goals and any barriers to engaging with support.
- Provide structured one-to-one Healing Journey support in line with TWCC's accredited training, practice guidance and agreed service model.
- Work in a survivor-led and empowering way, recognising women as experts in their own lives and supporting choice, agency, pacing and informed decision-making.
- Adapt communication and delivery to meet women's access, communication, cultural and individual needs while maintaining the integrity and boundaries of the intervention.
- Maintain clear, compassionate and appropriate endings, including robust exit planning and information about how women can reconnect with support if needed.

Trauma Stabilisation, groups and peer connection

- Deliver one-to-one and group-based Trauma Stabilisation in accordance with TWCC's model, training, resources and quality standards.
- Facilitate or co-facilitate peer-support, psychoeducational and wellbeing groups as required, including participation in TWCC's organisational pool of group facilitators.
- Create group environments that are safe, inclusive, empowering and trauma responsive, adapting delivery appropriately to participants' communication, accessibility and support needs.
- Where acting as lead facilitator, provide clear guidance, support and appropriate oversight to volunteer or student co-facilitators and contribute to briefing, debriefing and reflective learning.
- Support women to build connection and access peer, wellbeing and community opportunities as part of TWCC's wider Service Model.

Safeguarding, risk and professional practice

- Identify, assess and respond to safeguarding, suicide/self-harm, domestic abuse and other risks in accordance with TWCC policy, training and agreed escalation arrangements.
- Take proportionate action to support immediate safety and escalate safeguarding or practice concerns promptly to the Team Leader or other designated manager.
- Maintain clear professional boundaries, confidentiality and safer information-sharing practices, explaining relevant limits of confidentiality to women accessing support.
- Work within the scope of the role and personal competence, seeking advice, supervision or specialist input where a woman's needs or risks require this.

- Contribute to a culture in which safeguarding concerns, uncertainty, mistakes and learning can be discussed openly and addressed constructively.

Integrated support, referrals and partnership working

- Support women to access other TWCC services and external specialist, statutory or community provision through warm referrals, advocacy, practical support or signposting as appropriate.
- Work collaboratively with assessment, helpline, volunteer, programme and other service colleagues so women experience coordinated support rather than unnecessary repetition or hand-offs.
- Recognise where specialist by-and-for provision may better meet a woman's needs and support access in line with TWCC's commitment to equity and inclusion.
- Build constructive working relationships with relevant external professionals while maintaining TWCC's survivor-led approach and appropriate information sharing boundaries.
- Provide occasional cover for the Helpline and moderation/support within Campfire or equivalent peer-support channels where required and appropriately trained.

Quality, recording and continuous improvement

- Maintain timely, accurate and proportionate case records, outcome information and monitoring data in accordance with TWCC requirements, contractual obligations and data protection standards.
- Work consistently within TWCC policies, service procedures, Rape Crisis and other relevant quality standards, and agreed practice guidance.
- Gather and respond to feedback from women, including learning about access, experience and outcomes, and contribute ideas for service improvement.
- Participate in case review, audit, reflective practice, external supervision and other quality-assurance activity, taking action on feedback and learning.
- Contribute practitioner insight, anonymised learning and evidence to service development, evaluation and TWCC's wider understanding of women's needs.

Team contribution, learning and development

- Participate actively in line management, reflective practice, team meetings, facilitator briefings, debriefs and relevant cross-service learning.
- Complete mandatory and role-specific learning and maintain the knowledge and competence required for specialist sexual violence practice, Trauma Stabilisation, group facilitation and safeguarding.
- Share learning and specialist knowledge with colleagues and contribute to a supportive, collaborative team culture.
- Support volunteers and students within agreed role boundaries, modelling safe, values-led and professional practice.
- Undertake other duties reasonably consistent with the nature and level of the role, as agreed with the Team Leader or Service Manager.

WORKING AT TWCC

Role competencies

As a practitioner, this role is expected to demonstrate the following competencies in day-to-day practice:

Survivor-Led & Trauma-Responsive Practice	Builds trust and psychological safety, works at the woman's pace, supports choice and agency, and applies specialist knowledge with compassion and clear professional boundaries.
Quality, Safeguarding & Accountability	Maintains safe, consistent and evidence-informed practice; records work accurately; recognises risk; seeks support when needed; and takes responsibility for learning and improvement.
Collaboration & Belonging	Works respectfully with women, colleagues, volunteers and partners; contributes to coordinated support; values different perspectives and helps create inclusive spaces where people can participate and belong.
Learning, Reflection & Brave Practice	Uses supervision, feedback and reflection to develop practice; raises concerns appropriately; remains curious and open to change; and contributes ideas that improve support for women.

Values-driven practice

All staff are expected to demonstrate TWCC's values through how they work as well as what they achieve:

Feminist	Challenge power imbalances, promote equity and intersectionality, value lived expertise and use professional power thoughtfully.
Empowering	Recognise women as experts in their own lives, support choice and agency, and create opportunities for confidence, connection and growth.
Trauma Responsive	Prioritise physical and psychological safety, build trust, communicate compassionately and avoid unnecessary harm or re-traumatisation.
Brave	Speak up about risk, inequality or poor practice, remain open to challenge and learning, and support appropriate innovation.
Belonging	Create inclusive environments where difference is respected, barriers are addressed and women, volunteers and colleagues feel valued and able to contribute.
Hope	Maintain belief in positive change, notice strengths and progress, and support women to imagine and work towards futures they choose for themselves.

Specialist Support Worker (Sexual Violence) - Person Specification

Criteria	Essential	Desirable
EXPERIENCE		
Experience of providing one-to-one support to people affected by sexual violence, domestic abuse, trauma or other significant adversity.	✓	
Experience of building safe, trusting helping relationships while maintaining clear professional boundaries.	✓	
Experience of assessing support needs and risk and developing or contributing to appropriate support plans.	✓	
Experience of maintaining accurate, confidential case records and monitoring information.	✓	
Experience of working collaboratively with other professionals or services to support people with multiple or intersecting needs.	✓	
Experience of facilitating or co-facilitating groups, peer support or psychoeducational activity.		✓
Experience of working or volunteering within a specialist sexual violence, VAWG, women's, trauma, health, social care or voluntary-sector service.		✓
Experience of supporting, guiding or working alongside volunteers or students.		✓
KNOWLEDGE		
Strong understanding of sexual violence and abuse, including childhood sexual abuse, and the impact of trauma on women's lives.	✓	
Understanding of trauma-responsive, survivor-led and empowering approaches and the importance of choice, pacing, safety and agency.	✓	
Good understanding of safeguarding, suicide/self-harm risk, domestic abuse and appropriate escalation and information-sharing responsibilities.	✓	
Understanding of professional boundaries, confidentiality and safer information sharing in support services.	✓	
Understanding of feminist and intersectional approaches and how inequality, discrimination and structural barriers can affect women's experiences and access to support.	✓	
Knowledge of local or national services and pathways relevant to women affected by sexual or domestic abuse.		✓
Knowledge of group facilitation, peer-support or trauma-stabilisation approaches.		✓
SKILLS AND ABILITIES		
Able to listen with empathy and without judgement and to communicate sensitively about trauma, abuse, risk and difficult experiences.	✓	
Able to work alongside women in a way that supports their choices, strengths, boundaries and individual goals.	✓	

Criteria	Essential	Desirable
Able to recognise and respond proportionately to risk, seek advice appropriately and remain calm in complex or emotionally demanding situations.	✓	
Able to plan and manage a caseload, organise appointments and complete records and follow-up actions reliably.	✓	
Strong written communication skills, including clear, accurate and proportionate case recording.	✓	
Able to work collaboratively across teams and with external professionals while advocating appropriately for women.	✓	
Able to adapt communication and support to different access, communication, cultural and learning needs.	✓	
Able to facilitate or develop confidence in facilitating safe, inclusive and engaging groups.	✓	
Confident using digital case-management, communication and office systems, with willingness to learn new systems.	✓	
VALUES AND PERSONAL APPROACH		
Strong commitment to TWCC's feminist purpose and to services by and for women.	✓	
Empowering approach that recognises women as experts in their own lives and supports choice, voice and agency.	✓	
Trauma-responsive approach that prioritises safety, trust, compassion, collaboration and avoidance of unnecessary re-traumatisation.	✓	
Brave and able to raise safeguarding, quality or practice concerns and to engage constructively with challenge and feedback.	✓	
Commitment to belonging, equity and inclusion, with willingness to recognise and address barriers faced by marginalised and under-served women.	✓	
Hopeful, strengths-based and resilient approach, able to sustain compassion and perspective in emotionally demanding work.	✓	
Reflective, self-aware and able to use supervision appropriately to maintain safe and effective practice.	✓	
QUALIFICATIONS		
Relevant qualification, accredited training or equivalent demonstrable experience in counselling skills, support work, health, social care, VAWG, trauma or a related field.	✓	
Relevant specialist qualification or accredited learning in sexual violence, domestic abuse, counselling, trauma, group facilitation or safeguarding.		✓
OTHER REQUIREMENTS		
Commitment to complete and maintain TWCC's required specialist, safeguarding, Trauma Stabilisation and other role-specific training.	✓	
Ability to work flexibly, including occasional activities outside usual working hours where required by service delivery.	✓	
Ability to travel within the area of service delivery as required.	✓	

Criteria	Essential	Desirable
Commitment to confidentiality, professional boundaries, safeguarding and ongoing professional development.	✓	