

# Down and Connor Diocesan Trust



## ETHOS and VALUES

The main objects of the Diocese of Down and Connor ("the Diocese") are the advancement of the Catholic religion in the Catholic Diocese of Down and Connor and the advancement of any charitable purpose supported by the Catholic Church in any part of the world. While remaining true to its own distinctive ethos, the Diocese places great value on togetherness with Christians of other traditions and those of other faiths and none. The Diocese is committed to the promotion of equality of opportunity. Likewise, bearing in mind its main objects, there may be some circumstances in which the Diocese may rely on lawful exceptions to general principles.

The Diocese requires that all people working within its institutions and agencies, regardless of their faith tradition or perspective, demonstrate the highest standards of respect for the values, teaching, and mission of the Catholic Church.

This includes:

### **Respect for the Inherent Dignity of every person:**

In all activities relating to your work, you will be required to demonstrate high standards of respect and courtesy towards every person with whom you have contact and to contribute to a collaborative and supportive atmosphere among those with whom you work.

### **Respect for Teaching and Practice:**

Our expectation is that everyone who works with/for the Diocese:

- ❖ will demonstrate high respect for the teaching, practice and religious symbols of the Catholic Church and act in a manner that is consistent with the values and ethos of the Diocese.
- ❖ will adhere to high standards of ethics at all times and be personally active in supporting an ethical and courteous culture among all Diocesan personnel.



## DIOCESAN SAFEGUARDING OFFICE

<b>ROLE PROFILE: SUPPORT PERSON</b> <b>ENGAGED ON AN ANNUAL 'SERVICE PROVIDER AGREEMENT'</b>	
<b>REPORTS TO:</b>	<b>DESIGNATED LIAISON PERSON (Diocesan Safeguarding Office)</b>
<b>ACCOUNTABLE TO:</b>	<b>THE DIOCESAN SAFEGUARDING COMMITTEE</b>
<b>MAIN PURPOSE OF THE ROLE:</b>	<p>The Diocese wishes to offer victims and survivors and their families the opportunity to engage with a Diocesan Support Person.</p> <p>The role of the Support Person is to assist individuals in making a complaint of abuse by Church personnel and to help in identifying and accessing support that they might require.</p>
<b>Detailed Responsibilities of this Role:</b>	
<p>In fulfilling this role, the job holder undertakes the following activities:</p> <ul style="list-style-type: none"><li>- Attend the initial meeting of the Complainant with the DLP (<i>if agreed in advance with the Complainant</i>) to support the Complainant;</li><li>- Keep the Complainant informed of the progress of their case and assist them to identify and access support;</li><li>- Ensure that support is provided to Complainants and their families, as requested and mutually agreed upon;</li><li>- Ensure the Complainant is offered pastoral care that meets their individual needs;</li><li>- Offer to arrange a pastoral meeting with the Church authority at an appropriate time during the process, if the Complainant so wishes;</li><li>- Establish and maintain clear boundaries for undertaking the role with the Complainant;</li><li>- Keep the Complainant informed of the process of the case;</li><li>- Help direct the Complainant to counselling and support;</li><li>- Maintain records of all meetings or contact with the Complainant to a high standard, ensuring they are accurate, completed in a timely manner and follow confidentiality policies and procedure;</li><li>- Report to the Designated Liaison Person (DLP) as appropriate;</li><li>- Record all dates of meetings and/or contact with the Complainant, and pass on relevant information to the DLP, as appropriate;</li></ul>	

- Liaise with the DLP on a regular basis following all contact with the Complainant;
- Maintain and provide accurate and factual records of services offered to and/or received by victims and survivors and their families;
- Uphold the seven standards as outlined by the NBSCCCI in practice and behaviour;
- Ensure the confidentiality and security of information in accordance with the requirements of the Data Protection Act 2018;
- Develop and maintain good working relations with other Safeguarding Team members.

**GENERAL:**

- When the Support Person becomes aware that he/she will not be available to provide their Services for a period of time, e.g., leave taking, other commitments etc., the DLP should be notified as soon as possible.

**Note:**

- *Within this role there is no responsibility for managing the case file, however written records should be passed to the DLP, as appropriate, during regular meetings.*
- *The Support Person will not act as a Counsellor or Therapist for the individual but may assist in signposting to the most appropriate service available*
- *Should Safeguarding issues arise during any contact with the complainant or family, these must be reported to the DLP for appropriate action. Individuals who engage with the Support Person must be made aware of this at the start of any engagement.*

**JOB DESCRIPTION REVISION:**

This job description is intended to provide an outline of the key tasks and responsibilities of this Service Provider role only. There may be other duties required of the role holder commensurate with the position. The responsibilities may be amended, after discussion with the role holder, to take into account the development of the role and the needs of the Client.



## SUPPORT PERSON

**NOT AN EMPLOYED ROLE - ENGAGED ON AN ANNUAL SERVICE PROVIDER AGREEMENT**

### PERSON SPECIFICATION

#### QUALIFICATIONS and EXPERIENCE

required in respect of appointment to the Support Person Panel:

##### QUALIFICATIONS AND EXPERIENCE:

1. A minimum of 3 years' experience in a role providing support to vulnerable adults at point of crisis through trauma e.g. terminal illness, domestic abuse, physical assault, sexual abuse.
2. Demonstrate an understanding of current Safeguarding issues and the dynamics, impact and scale of abuse.
3. Possess an understanding of the impact of emotional trauma and demonstrate an ability to listen, show compassion and empathy to support an individual in an emotionally stressful situation.
4. An understanding of the Diocesan Policy concerning the Safeguarding of Children and Adults at Risk of Harm.
5. Excellent verbal and listening skills and the ability to communicate effectively with a wide range of people of all ages and backgrounds.
6. Demonstrate excellent organisational skills, including the ability to prioritise and work to tight deadlines.
7. A broad base of administrative and IT skills.
8. Able to meet the requirements of a flexible working pattern which may require evening and/or weekend work.
9. Access to own transport to meet the travel requirements of the role.

##### LOCATION:

- The Support Person will be attached to the Safeguarding Team who are based at 120 Cliftonville Road, Belfast. Attendance by the Support Person for meetings with other Safeguarding Team members at this venue will occasionally be required.
- Administration Support services are available within the Safeguarding Office.
- The Support Person will provide the Support Service to be delivered at various venues to be agreed with the DLP. The home of the role holder cannot be used as a venue for delivery of the service.

<p><b>SERVICE PROVIDER RATE OF PAY:</b></p>	<ul style="list-style-type: none"> <li>- £45 gross per hour will be paid for work undertaken by the Support Person on receipt a relevant invoice/claim form.</li> <li>- Mileage will be paid at the rate of 45p per mile to cover journeys based on travel from home to venue.</li> </ul>
<p><b>HOURS of WORK:</b></p>	<ul style="list-style-type: none"> <li>- As a member of the Support Person Panel the Support Person will be engaged under a Service Provision Agreement.</li> <li>- There is no commitment on the part of the Diocesan Trust to engage the Support Person for a specific number of working hours. The Support Panel will be established on an 'On Call' basis.</li> <li>- The Diocesan Trust is under no obligation to provide work and the Support Person is under no obligation to accept work as the Diocesan Trust need arises.</li> </ul>
<p><b>NB: Access NI Clearance to work with Children and Adults at Risk of Harm and must be in place before the successful candidate is employed.</b></p>	