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**Overview**

This standard is about managing working relationships with sexual violence victims that you are supporting through the criminal justice system. It includes ensuring that you remain within appropriate boundaries of behaviour and conduct when providing support to, and concluding relationships, with victims.

As part of this standard you will also be expected to provide advice about the range of other services and agencies that can support victims, and help them to decide on and access these.

For the purposes of this standard, the term 'client' is used to describe victims, survivors and service users you support.

Disclosure of sexual violence may relate to recent events (which occurred during the period leading up to or shortly before the referral), or historic events where the victim is a survivor of past abuse, often suffered as a child at the hands of family, acquaintances, strangers or those in a position of trust.

Sexual Violence includes all forms of sexual assault, abuse and rape against women, men and children.

It is expected that the relevant definitions of sexual violence as applicable in your nation and organisation will be applied as appropriate to your area of work.

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**Performance  
criteria**

- You must be able to:
- P1 agree your objectives for providing support to clients with relevant others in line with your role and responsibilities
  - P2 inform clients about your role, tasks, duties and objectives in line with your role, responsibilities and agreed objectives
  - P3 gather available information about clients which informs your understanding of their needs, including:
    - P3.1 presenting needs
    - P3.2 risk assessments
    - P3.3 risks to their safety and wellbeing
  - P4 explore with clients what support you will provide to meet their needs in line with your role and responsibilities
  - P5 inform clients when the support needed is outside your role and responsibilities
  - P6 support clients in line with their personal boundaries and the professional boundaries of your role, including:
    - P6.1 appropriate contact times and your availability
    - P6.2 means of contact
    - P6.3 appropriate topics
    - P6.4 confidentiality and privacy
    - P6.5 your role and responsibilities
  - P7 provide accurate information about other support and services to clients which meet their needs and enable them to make informed choices, including:
    - P7.1 criteria to access support and services
    - P7.2 referral processes
    - P7.3 procedures for exchange of information
    - P7.4 accessing protection and protection orders
    - P7.5 fast track options as appropriate and where available
  - P8 support clients to access other support and services they choose to apply for in line with organisational procedures
  - P9 explore with clients the impact of engaging with the criminal justice system in line with your agreed role and responsibilities
  - P10 promote engagement with the criminal justice system in ways which encourage

- clients to recognise the beneficial effects of doing so
- P11 explore with clients the impact of accessing support and services in line with policies and procedures, including:
- P11.1 changing the support and services they access
  - P11.2 potential dependence on support and services
  - P11.3 concluding access to support and services
- P12 advise clients about timescales and processes for bringing working relationships to an end in line with organisational procedures
- P13 support clients to conclude their access to support in line with your organisation's procedures, and:
- P13.1 review client progress towards meeting their assessed needs
  - P13.2 support clients to access other support and services
  - P13.3 recognise clients' progress and achievements
- P14 communicate with clients in ways which are safe in line with your policies and procedures, including:
- P14.1 safe environments
  - P14.2 methods of communication
  - P14.3 health, safety and welfare requirements
- P15 take steps to ensure your health, safety and welfare when engaging with clients in line with policies and procedures, including:
- P15.1 monitor risk to yourself
  - P15.2 lone working
  - P15.3 off-site visits
  - P15.4 appropriate use of different means of contact
- P16 inform others when you identify risks in line with policies and procedures, including:
- P16.1 risks to your own safety and welfare
  - P16.2 risk to clients' safety and welfare
- P17 maintain your professional competence and ability to support clients to fulfil your role and responsibilities, including:
- P17.1 seek emotional and professional support from appropriate others
  - P17.2 access clinical supervision
  - P17.3 opportunities to reflect on your practice
- P18 inform others when you identify risks and threats to the professional nature of

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your working relationship with clients in line with policies and procedures, including:

- P18.1 risks and threats that affect your ability to support clients
- P19 work with clients in ways which support common understanding, and:
  - P19.1 encourage open and honest communication
  - P19.2 show empathy to your clients' situations
  - P19.3 take account of the culture, ethnicity, religion and theology of those you work with
- P20 maintain clients' records in line with your organisation's procedures
- P21 work within your organisation's child protection, confidentiality, data protection, disclosure and safeguarding policies

## Knowledge and understanding

### Legislative, regulatory and role related

#### You need to know and understand:

- K1 legal and organisational requirements which relate to your role and responsibilities in supporting sexual violence victims
- K2 legislation, policies and procedures relating to:
  - K2.1 data protection
  - K2.2 confidentiality
  - K2.3 safeguarding
  - K2.4 disclosure
  - K2.5 equality and diversity
  - K2.6 health and safety
- K3 the role of your organisation and its services relating to tackling sexual violence, including the provision of support to victims
- K4 your organisation's objectives, codes of conduct and practice, values, mission and remit for services
- K5 your organisation's systems, processes, procedures, guidelines, strategy and operational methods
- K6 relevant processes and measures for safeguarding victims including young people, children and vulnerable adults
- K7 external agencies and stakeholders who provide services and support to victims of sexual violence in your area
- K8 your role and responsibilities including the limits of your authority in the criminal justice system
- K9 who to inform when you are unable to support clients within your role and authority
- K10 who to seek advice from when you need support in your role
- K11 the limits of your professional competence and how to recognise when further assistance may be required
- K12 professional support and services available to clients when the professional competence of your role may be exceeded, including:
  - K12.1 mental health services
  - K12.2 physical health services
  - K12.3 other therapies

**Work with clients****You need to know  
and understand:**

- K13 methods and techniques for communicating with others
- K14 types of non-verbal communication including body language
- K15 different styles and preferences for communication in different cultures
- K16 how to adapt your communication to recognise the preferences, presenting behaviour, culture and attitude of your client
- K17 common barriers to communication with victims, their potential causes, and ways to overcome them
- K18 victims' feelings and reactions which may hinder their ability to discuss their experiences
- K19 the importance of building trust and empathy with victims and methods to achieve this
- K20 the importance of treating clients with sensitivity, flexibility and respect
- K21 the impact your values and beliefs can have on your engagement with sexual violence victims
- K22 the importance of avoiding risk to self and clients when providing support
- K23 how to avoid risk when engaging with and supporting clients, including:
  - K23.1 safe locations
  - K23.2 appropriate use of electronic communication
- K24 the importance of challenging discriminatory or potentially damaging attitudes and behaviour and how to do so
- K25 the role and impact of gender, culture, sexuality, diverse and social factors in relation to sexual violence
- K26 your professional boundaries and client's personal boundaries, including:
  - K26.1 contact times and your availability
  - K26.2 means of contact
  - K26.3 appropriate topics
- K27 the implications of active complicity, coaching, and inappropriate contact with and between victims during court proceedings, and how to recognise and avoid this
- K28 the impact accusations of coaching and active complicity with victims can have
- K29 the importance of maintaining your professional competence and abilities

K30 options available to you to maintain your professional competence and abilities and how to access these, including:

- K30.1 clinical supervision
- K30.2 options for sharing good practice such as peer networks
- K30.3 colleagues, line managers and supervisors
- K30.4 reflective practice opportunities
- K30.5 professional and continuous development opportunities

### Support clients

#### You need to know and understand:

- K31 what constitutes sexual violence, and its prevalence in the community
- K32 what constitutes re-victimisation and the factors that can accelerate this
- K33 what constitutes grooming of victims and how it can be identified
- K34 factors that increase risk to victims and how they can be reduced or avoided
- K35 different types and sources of information relevant to sexual violence victims and how to access them
- K36 services and support available to clients in your geographical area, their criteria and how to make referrals to them, including:
  - K36.1 professional health services
  - K36.2 disability advice and support services
  - K36.3 children's services
  - K36.4 adult services
  - K36.5 support for vulnerable victims
- K37 the impact that transferring between different support services can have on clients
- K38 common information and support needs of sexual violence victims and how to meet these
- K39 actions required when disclosure of abuse is identified
- K40 the processes and stages of the criminal justice system that clients engage with
- K41 the importance of sharing information in a timely and effective manner
- K42 how to share information in ways which allows clients to make informed choices

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## Manage working relationships with victims and survivors of sexual violence



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