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## **FRONTLINE PROGRAMMES SOP FREELANCE WRITER**

Responsible to:	Director of Programmes
Budget	£7,000
Type of Contract	Fixed Term Basis (2 months)
Start date	As soon as possible
Project timeline	Immediate start completion by July 31, 2026
Location	East Croydon

### **ABOUT US**

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As a registered charity Rape Crisis South London (RCSL) are a specialist provider for victims of sexual violence across twelve South London Boroughs. Our services and programmes are available in person at Croydon centre or through six additional satellite locations, as well as remote sessions across 12 South London Boroughs.

Our programmes comprise of: Counselling. Group therapy. Play therapy. Self Esteem Workshops. Training and Consultancy for professionals on the impacts of sexual violence. Prevention and education workshops with young people. Advocacy support & information for survivors going through the Criminal Justice System. Outreach for survivors for who face additional marginalisation. or additional barriers to accessing support, and ISVA Services.

In 2022, we became a partner for the delivery of the Rape Crisis England & Wales 24/7 Rape and Sexual Abuse Support Line, alongside Lincolnshire Rape Crisis & Sexual Abuse Services and ARCH Teesside. We are a member of Rape Crisis England & Wales.

Our services include responding to the needs of survivors and the disproportionate nature of sexual violence committed by men against women and girls. We believe sexual violence to be both a cause and a consequence of gender inequality and are committed to a feminist, empowering model of working.

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## JOB PURPOSE

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We are seeking a highly skilled and sensitive Programme SOP Writer to develop clear, ethical, and trauma-informed Standard Operating Procedures (SOPs) across our services.

This role is critical to ensuring safe, consistent, and high-quality support for survivors, while strengthening safeguarding, compliance, and operational excellence.

You will work closely with frontline staff, safeguarding leads, and leadership to document and improve processes across support services, ensuring all procedures reflect feminist principles and survivor-centred care.

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## KEY RESPONSIBILITIES

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- Map and document end-to-end processes across all four frontline support services (e.g., intake, risk assessment, case management, referrals, crisis response)
  - Develop trauma-informed, survivor-centred SOPs that prioritise safety, dignity, and confidentiality
  - Collaborate with frontline practitioners to capture real-world workflows and best practices
  - Ensure SOPs align with safeguarding policies, legal requirements, and ethical standards (e.g., data protection, confidentiality, consent)
  - Standardise documentation formats, language, and terminology across programmes
  - Identify gaps, risks, and inconsistencies in current processes and recommend improvements
  - Support the integration of feminist principles into operational procedures
  - Produce practical guidance documents to support staff training and onboarding
  - Create processes for regular reviews and updates of SOPs to reflect evolving best practice and legislation
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## PERSON SPECIFICATION

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<b>Essential Skills &amp; Experience</b>	<ul style="list-style-type: none"><li>• Proven experience writing SOPs, operational manuals, or process documentation in sensitive service environments</li></ul>
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	<ul style="list-style-type: none"> <li>• Strong understanding of trauma-informed practice and survivor-centred approaches</li> <li>• Experience working with or within services supporting survivors of sexual violence, domestic abuse, or similar contexts</li> <li>• Excellent written communication skills with the ability to handle sensitive subject matter appropriately</li> <li>• Strong stakeholder engagement skills, particularly with frontline practitioners</li> <li>• High attention to detail and ability to maintain confidentiality and ethical standards</li> </ul>
<b>Deliverables</b>	<ul style="list-style-type: none"> <li>• Comprehensive, trauma-informed SOPs for all key programme areas</li> <li>• Process maps and workflows for service delivery pathways</li> <li>• SOP templates and documentation standards</li> <li>• Recommendations for strengthening safeguarding, consistency, and service quality</li> </ul>
<b>Values</b>	<ul style="list-style-type: none"> <li>• Demonstrates a strong commitment to feminist values and survivor advocacy</li> <li>• Approaches work with sensitivity, integrity, and respect for lived experiences</li> <li>• Collaborative and able to build trust with frontline teams</li> <li>• Comfortable working with complex, evolving, and emotionally sensitive subject matter</li> </ul>
<b>Safeguarding Commitment</b>	<ul style="list-style-type: none"> <li>• This role requires a strong understanding of safeguarding and ethical practice.</li> <li>• The successful candidate will be expected to uphold the highest standards of confidentiality, data protection, and survivor safety at all times.</li> </ul>

## APPLICATION PROCESS

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- Your CV
  - Examples of relevant SOPs or process documentation (anonymised where necessary)
  - A cover letter outlining your experience with trauma-informed or survivor-centred work (no more than a 1000 words.)
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*This post is open to female applicants only as being female is deemed to be a genuine occupational requirement under Schedule 9, Paragraph 1 of the Equality Act 2010.*