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Rape Crisis South London (RCSL) Administrator

Responsible to:	Counselling Service Operations Coordinator (or Service Operations Manager)
Line management of:	None
Salary	£27,000–£29,000 (depending on experience)
Type of Contract	Permanent with trial period of 6 months
Hours of work	35 hours per week but part-time can be considered
Location	Croydon Office (subject to change)
Hybrid/Remote/Office based	Hybrid with at least 3 days in the office
Closing Date	Until filled

ABOUT US

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.

JOB PURPOSE

The RCSL Administrator is responsible for coordinating the administrative intake process for all referrals received by Rape Crisis South London (RCSL) as well as supporting RCSL services with their administrative needs.

Acting as one of the first points of contact for survivors, professionals and partner agencies, the postholder will receive, process and administer referrals across all RCSL services, including Counselling, Independent Sexual Violence Advocacy (ISVA), Casework, Parent and Family Support, Group Programmes and any future services, ensuring enquiries are responded to promptly and accurate information is provided to survivors, professionals and partner agencies. The RCSL Administrator will ensure all required admin processes and information are obtained and managed in accordance with organisational policies, safeguarding requirements and data protection legislation.

Working closely with service managers and operational colleagues, the RCSL Administrator will ensure required administrative tasks, including referrals, are accurately recorded and processed in a timely manner. The postholder will communicate with survivors throughout their journey with RCSL, from their initial enquiry and referral, through allocation and access to services, to supporting service evaluation and feedback when they leave RCSL, helping to ensure survivors are connected to the right support at the right time.

KEY RESPONSIBILITIES

Service Support

- Provide flexible administrative support across all RCSL services to meet operational needs and ensure the effective delivery of services.

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- - Undertake any other administrative or operational duties commensurate with the level and responsibilities of the post, as reasonably required to support the effective and efficient delivery of RCSL services
 - Support colleagues with a wide range of day-to-day administrative tasks to enable the efficient running of services.
 - Work collaboratively with managers and colleagues to identify and respond to changing administrative priorities across the organisation.
 - Assist with the development and continuous improvement of administrative systems, processes and procedures.
 - Support organisational events, meetings and projects as required.
 - Work collaboratively with all RCSL teams to ensure effective referral pathways.
 - Liaise with external professionals and partner organisations where appropriate.
 - Contribute to service improvement by identifying opportunities to improve referral and intake processes.
 - Raise Safeguarding concerns when appropriate.

Administration and Information Management

- Provide administrative support to RCSL services as required, ensuring tasks are completed accurately and within agreed timescales.
- Undertake general administrative duties, including filing, scanning, document management, data entry and maintaining electronic and paper records.
- Assist with the administration of organisational projects, audits, monitoring activities and service development initiatives as required.
- Maintain accurate clients' records using the case management system.
- Prepare, maintain and distribute correspondence, documents, reports and other administrative records as required.
- Support the coordination of meetings, bookings, diaries and administrative arrangements across services where appropriate.
- Update referral information.
- Ensure all documentation is complete, accurate and stored securely according to RCSL policy and procedures.
- Carry out routine data quality checks and audits.
- Ensure compliance with GDPR, confidentiality and information governance requirements.

Referral Administration

- Receive and process all referrals received by RCSL through telephone, email, online referral forms and partner agencies.
- Administer referrals across all RCSL services, including Counselling, ISVA, Casework, Parent and Family Support, Group Programmes and any future services.
- Ensure referrals are accurately recorded and allocated within agreed timescales.

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- Maintain oversight of referral pathways and ensure referrals progress smoothly from initial contact to appropriate services.
 - Liaise with service managers to ensure all referrals are acknowledged, appropriately allocated and progressed within agreed timescales.
 - Escalate urgent referrals and safeguarding concerns appropriately.

Survivor Contact

- Act as one of the first points of contact for survivors and professionals accessing RCSL services.
- Provide compassionate, professional and trauma-informed communication.
- Respond to enquiries regarding available services, eligibility, waiting times and referral pathways.
- Obtain required information from the survivors before passing their referrals to the appropriate RCSL service.
- Maintain contact with survivors awaiting support where appropriate.
- Signpost survivors to internal and external support services when required.
- Make Safeguarding referrals and liase with external agencies when appropriate.

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PERSON SPECIFICATION

Values & Behaviours	The RCSL Administrator will work in accordance with Rape Crisis South London's values and policies, demonstrating a commitment to trauma-informed, survivor-centred, feminist and anti-discriminatory practice. The postholder will contribute to creating an inclusive, respectful and collaborative working environment while maintaining the highest standards of professionalism, confidentiality and integrity.
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Personal Attributes	• Compassionate, approachable and empathetic. • Highly organised with excellent attention to detail. • Calm and resilient under pressure. • Flexible and adaptable to changing service demands. • Reliable, accountable and professional. • Committed to collaborative working and continuous improvement. • Respectful of diversity and committed to equality and inclusion. • Committed to the values and feminist ethos of Rape Crisis South London. • Able to maintain appropriate professional boundaries while working in a survivor-centred environment. • Demonstrates integrity, discretion and sound judgement.
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Required Experience	• Experience providing high-quality administrative support within a busy, fast-paced client-facing environment. • Experience processing referrals, managing enquiries or coordinating access to services. • Experience maintaining accurate electronic records, databases or case management systems. • Experience managing confidential and sensitive information in accordance with data protection requirements. • Experience communicating professionally and empathetically with clients, professionals or members of the public. • Experience managing multiple priorities while maintaining accuracy and attention to detail. • Experience working collaboratively as part of a multidisciplinary team. • Experience using Microsoft Office applications, including Outlook, Word and Excel. <u>Desirable</u> • Experience working within the Violence Against Women and Girls (VAWG) sector, health, social care, counselling, advocacy or a related field. • Experience managing referrals or service allocation processes. • Experience supporting vulnerable adults, children and young people. • Experience using client or case management systems (e.g. DPMS or similar). • Experience supporting monitoring returns or service reporting. • Experience supporting survivors of sexual trauma.
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Required Skills & Abilities	• Excellent organisational and administrative skills. • Excellent verbal and written communication skills. • Ability to communicate sensitively, professionally and compassionately with survivors and professionals. • Ability to manage a varied workload and prioritise competing demands. • Strong attention to detail and commitment to accuracy. • Ability to work independently and use initiative while recognising when to seek advice or escalate concerns. • Excellent interpersonal skills and ability to build positive working relationships. • Strong IT skills, including Microsoft Office and database systems. • Ability to maintain confidentiality and exercise sound judgement when handling sensitive information. • Ability to remain calm, resilient and professional when working in a busy and emotionally demanding environment. • Commitment to providing an excellent standard of customer service and administrative support. <u>Desirable</u> • Experience of undertaking initial information gathering or intake conversations. • Mental Health First Aid, Safeguarding or Trauma-Informed Practice training. • Counselling Skills Level 2 or equivalent qualification. • Ability to communicate in a language other than English.
Required Knowledge	• Understanding of confidentiality and the importance of maintaining professional boundaries. • Understanding of GDPR and information governance principles. • Awareness of safeguarding responsibilities for adults, children and young people. • Understanding of equality, diversity and inclusion and the barriers some individuals face when accessing services. • Understanding of trauma-informed and survivor-centred approaches to service delivery. <u>Desirable</u>

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	• Knowledge of the impact of rape, sexual violence and abuse on survivors. • Knowledge of referral pathways across health, social care and voluntary sector services. • Understanding of risk identification and escalation procedures. • Awareness of the challenges experienced by survivors from marginalised communities when accessing support. • Understanding of ISVA, Casework, counselling or psychological therapies. • Understanding of monitoring and evaluation processes.
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APPLICATION PROCESS

Please provide a CV and cover letter that demonstrate how you meet the requirements listed in the person specification.

BENEFITS

- Annual leave entitlement is 27 days a year plus 8 bank holidays (pro rata)
- Additional benefit of 3 days (pro rata) gifted to staff between 27 to 31 December
- NEST pension scheme; 3% employer contribution and 5% employee contribution
- Benefits package including life assurance, healthcare plan, Employee Assistance Programme, and cycle to work scheme.
- Being part of a dynamic, creative and innovative team where all staff are empowered to achieve their very best
- The successful candidate will be supported in their professional development
- Enhanced maternity
- Induction and supervision

MONITORING & EVALUATION OF THE POST

There will be a **6-month** probation period for this role

The performance of the post holder will be monitored through regular supervision by the Interim Head of Therapeutic Services and/ or direct Line-manager (**TBC**). The post itself may be subject to regular reviews.

OUR COMMITMENT TO INCLUSION

We are proud to be an inclusive employer and welcome applications from women of all backgrounds, identities, and life experiences. We particularly encourage applications from women who are underrepresented in the violence against women and girls' sector. We know that diversity strengthens our organisation and helps us better reflect and serve the communities we support.

VARIATIONS

Rape Crisis South London reserves the right, following full and reasonable consultations with the member of staff concerned and with her trade union or other representatives, to vary, add to or alter any of the terms and conditions of employment attached to this post. This job description will be reviewed with your line manager annually and may need to be revised according to the priorities of current workload.

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.