

## Rape and Sexual Abuse Support Centre

### Job Description



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| Job title:       | <b>Advocacy Service Manager</b>   |
| Responsible to:  | Director of Services  |
| Responsible for: | 2x Deputy Managers<br>1 x Advocacy Operations Administrator<br>1 x University ISVA (LSE x RASASC partnership) |
| Salary           | £37-40k   |
| Type of Contract | Permanent   |
| Hours of work    | 40 hours  |
| Location         | Office is Croydon Hybrid- Minimum of 3 days in the office   |

*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.*

### Organisational Context

Based in Croydon, the Rape and Sexual Abuse Support Centre (RASASC) is a specialist sexual violence centre providing an exceptional standard of therapeutic support for women and girls who have experienced rape and/or childhood sexual abuse. We are the Rape Crisis Centre for South London and are a multi-cultural workforce that serves women from all backgrounds, religions and circumstances, providing services to survivors of sexual violence for over 35 years.

RASASC comprises five broad departments: Counselling, Helpline, Advocacy, Training and Prevention, and Outreach and Casework. Our services include: the National Rape Crisis Helpline for female survivors of sexual violence aged 14 and over, their families & friends; Counselling, Group Therapy, Self Esteem Workshops; Training and consultancy about the impacts of sexual violence and best practice in support provision for other professionals; 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 IDVA Services.

### Job Purpose

Accountable to the Director of Services, the Advocacy Manager is a permanent role with primary responsibility for managing the ISVA department and caseworker team and overseeing the service's delivery and development.

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| <p><b>Key Responsibilities</b></p>                      | <ul style="list-style-type: none"> <li>● Strategic development of the Advocacy Department as Service manager</li> <li>● Internal lead on Advocacy CJS related issues – responding to policy consultations, working with Training and prevention Team on Social media messaging</li> <li>● External lead on Advocacy CJS related issues –attendance at all relevant forums and meetings</li> <li>● Responsibility for reviewing working practices within the Advocacy Service and implementing processes as needed</li> <li>● Working alongside SLT as Department Lead to support with strategic direction of the Advocacy Services</li> <li>● Working with Director of Programmes on department budgets and quarterly expenditure for the Advocacy Department</li> <li>● Overseeing a team of Advocates and Deputy Managers that deliver high quality service provision to survivors of sexual violence who are thinking about, or who are, engaging with the criminal justice system.</li> <li>● Providing management support, mentoring, and training to those with people management responsibility.</li> <li>● Designated safeguarding Officer for Safeguarding concerns, providing responsive support and escalation to our Safeguarding Leads as appropriate.</li> <li>● Evaluating the Advocacy Projects and our support for survivors, ensuring survivors' voices are heard and our service delivery is responsive and constantly evolving.</li> <li>● Working closely with our Advocacy Operations Administrator to ensure the smooth delivery, management and development of our waiting list and operational processes.</li> <li>● Partnership working with members of the criminal justice system and other third-sector support services.</li> <li>● Represent RASASC and the Advocacy service at partnership meetings, providing specific input on survivors' experiences of the criminal justice system.</li> <li>● Submitting funding applications and funding and monitoring returns for the Advocacy department.</li> </ul> |
| <p><b>Line Management</b></p>                           | <ul style="list-style-type: none"> <li>● Line management of 2 Deputy Managers, Advocacy Operations Administrator and University ISVA</li> <li>● You will be responsible for their recruitment, induction, training, supervision, appraisal and continuing professional development.</li> </ul>  |
| <p><b>Record keeping, monitoring and evaluation</b></p> | <ul style="list-style-type: none"> <li>● Ensure up to date recording and note-keeping of the service's work with survivors using our case management system (DPMS).</li> </ul>  |

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|                       | <ul style="list-style-type: none"> <li>• Periodic auditing and dip sampling of DPMS to ensure consistency of approach and working in line with our GDPR and Privacy responsibilities.</li> <li>• To provide quarterly monitoring reports on activity and outcomes both internally for the CEO/Board of Trustees and for funders in line with funding requirements.</li> </ul>   |
| <p><b>General</b></p> | <ul style="list-style-type: none"> <li>• Promoting the vision values and feminist ethos of RASASC throughout the whole organisation and externally.</li> <li>• Contributing and developing a culture that values and respects diversity, learning, improvement, striving for quality and best practice.</li> <li>• Uphold the rights of survivors of rape &amp; sexual abuse and proactively assess the needs and safety of women to ensure that any risks/needs identified are addressed, having full regard to the relevant Safeguarding policies.</li> <li>• Maintain clear and adequate records of work done, and to produce reports on work programmes and activities as required by the CEO.</li> <li>• Be responsible for personal learning and development and keep up to date on research, relevant legislation, policy and practice, and other literature relevant to the role.</li> <li>• Participate in supervision, training and meetings as required, and assist in the development of services in line with agreed development plans.</li> <li>• Take direction on projects and priorities from the CEO and Board of Trustees, which may vary from time to time.</li> <li>• Work within the values, policy and practices of the feminist anti-violence movement.</li> <li>• Ensure RASASC complies with the law and best practice in respect of data protection for manual and computerised records, health and safety regulations, and equality and diversity requirements.</li> <li>• Responsible for undertaking any other duties appropriate to the post.</li> </ul> |

### **Benefits**

- Annual leave entitlement is 27 days a year plus 8 bank holidays (pro rata) plus the period of 25 December -1 January.
- NEST pension scheme; 3% employer contribution and 5% employee contribution
- Benefits offer currently under review
- There will be a 6-month probation period for this role

### **Monitoring and Evaluation of the Post**

The performance of the post holder will be monitored through regular supervision by the Director of Services. The post itself will be reviewed at three months and six months.

### **Variation Clause**

RASASC 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 annually and may need to be revised according to the priorities of current workload with the agreement of the Board.

Last Reviewed (date): 07.03.23 [edits made by RS Feb 2025 to job titles that have since changed]

Approved by (sign): Rosa Knight

Position: DOS

**Rape and Sexual Abuse Support Centre**  
**Advocacy Service Manager**



**Qualifications, Skills & Experience**

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| <b>Qualifications</b>                | <ul style="list-style-type: none"> <li>● Relevant ISVA accreditation desirable</li> </ul>   |
| <b>Experience</b>                    | <ul style="list-style-type: none"> <li>● Experience supporting survivors of sexual violence</li> <li>● Experience managing frontline workers to deliver high quality support for survivors</li> <li>● Experience of service development and evaluation</li> <li>● Experience of meeting monitoring targets, statistics collation and report writing</li> </ul>  |
| <b>Knowledge &amp; Understanding</b> | <ul style="list-style-type: none"> <li>● Excellent understanding of rape and sexual violence and it's impacts on women and girls</li> <li>● Excellent understanding of the Criminal Justice System</li> <li>● Knowledge of the violence against women and girls sector</li> <li>● Understanding of feminist approaches to violence against women and girls</li> <li>● Excellent understanding of intersectionality in the context of violence against women and girls</li> <li>● Understanding of feminist leadership principles</li> </ul> |
| <b>Skills</b>                        | <ul style="list-style-type: none"> <li>● Consultative, influential and collaborative management style</li> <li>● Excellent communication skills across a range of audiences.</li> <li>● Commitment to feminist principles, and experience of putting these into practice</li> <li>● Finance/budget management</li> </ul>  |
| <b>Other</b>                         | <ul style="list-style-type: none"> <li>● Ability to speak a language other than English</li> <li>● Attendance at evening meetings as required</li> </ul>  |