

Advocacy Services Coordinator

Location: Southampton office with hybrid option

Contract type: Permanent

Hours per week: 37.5 hours per week

Salary: £30,847 - £36,108 full time equivalent

Reporting to: Head of Advocacy Services



About Yellow Door

Yellow Door wants adults, families, young people and children to live free from domestic and sexual abuse and the harm this causes. We are a local specialist charity. We provide a range of services to prevent and respond to domestic and sexual abuse and other forms of interpersonal harm. We support thousands of people each year across Southampton and Hampshire. We are committed to providing high-quality, trauma-informed and inclusive services.

Yellow Door is a rewarding place to work. We support people who have experienced trauma, so empathy, inclusion, resilience and clear professional boundaries are important in every part of our work.

Yellow Door Advocacy Services

The ISVA Service provides independent, trauma-informed advocacy to individuals who have experienced sexual violence, both within and outside the criminal justice system. ISVAs ensure access to specialist support and help service users understand reporting processes, special measures, and victims' rights. The service is person-centred, impartial, and equitable, ensuring each individual receives the right support at the right time.

The DIA Service operates to improve access to services by addressing barriers, and promoting equality, equity and inclusion, by working closely with anyone who may be marginalised or disadvantaged. Our team delivers outreach, training and educational sessions to schools and in the community, promoting and building links to ensure people can access the support they need. Our workers draw on a strong understanding of cultural diversity and intersectionality, supporting adults and young people with multiple and complex needs, particularly where abuse intersects with protected characteristics such as ethnicity, disability and language.

Job Summary

The Advocacy Services Coordinator will help run Yellow Door's ISVA (Independent Sexual Violence Advocate) Service and the DIA (Diversity and Inclusion Advocacy) Service, working closely with the service managers to provide operational assistance.

The postholder will be responsible for referrals and triage. They will complete screening and support needs assessments, identify risk and safeguarding concerns, and make sure each person is allocated to the right advocate. Allocation will be based on risk, need, and service capacity.

The role will provide day-to-day support and supervision to ISVA Support Workers and other agreed advocacy staff. This will help ensure service users receive timely, high-quality and trauma-informed support.

The Advocacy Services Coordinator will work closely with the DIA and ISVA Service Managers and the Head of Advocacy Services. They will help check service performance, quality, safeguarding practice and service improvements.

Key Responsibilities

Referrals, screening and triage

- Manage incoming referrals across advocacy services day to day.
- Review and process referrals from professionals, voluntary organisations and people who refer themselves.
- Complete screening, initial assessments and support needs assessments.
- Identify immediate risks, safeguarding concerns and urgent support needs.
- Prioritise referrals based on risk and service criteria.
- Contact other agencies when more information is needed.
- Ensure access to the services is equitable.
- Keep accurate referral and triage records on the client management system.
- Help improve referral and triage processes.

Risk assessment and safeguarding

- Complete clear risk assessments and needs assessments with service users.
- Identify and respond to safeguarding concerns involving children and adults.
- Record, report and manage safeguarding concerns in line with Yellow Door policies.
- Support advocacy staff to manage risk and safeguarding issues.
- Escalate complex and high-risk cases to managers when needed.
- Help advocacy services identify and manage safeguarding risks early.
- Keep service users' safety and wellbeing at the centre of all decisions.

Client allocation and case management

- Allocate service users to the right advocate or support worker.
- Consider risk, need, complexity, staff capacity, access needs and specialist knowledge when allocating cases.
- Help keep workloads across teams balanced and manageable.
- Monitor allocation decisions and outcomes to make sure they are fair and effective.
- Review allocation decisions regularly as client needs and service demand change.
- Support smooth transfers between services when needed.
- Hold a proportionate caseload, as required.

Advocacy team support

- Provide day-to-day support, guidance and supervision to ISVA Support Workers and agreed advocacy staff.
- Hold regular case discussions and case review meetings.
- Support staff to manage cases effectively and maintain professional boundaries.
- Monitor the quality and consistency of service delivery.
- Support induction, training and development for new team members.
- Promote staff wellbeing, resilience and reflective practice.
- Help managers identify learning and development needs in the team.

Service quality and performance

- Help monitor service standards and quality checks.
- Make sure client records are kept to a high standard.
- Monitor compliance with Yellow Door policies, procedures and quality standards.
- Help gather performance information and service data.
- Support audits, monitoring and reporting.
- Identify themes, trends and ways to improve the service.

- Contribute to service development and new ways of working.

Partnership working

- Build and maintain good working relationships with partner agencies.
- Work with police, social care, health services, education providers and voluntary sector partners.
- Represent Yellow Door at operational meetings when needed.
- Help improve referral pathways and access for service users.
- Promote effective multi-agency responses to safeguarding and risk concerns.
- Provide external training for partners agencies

Other responsibilities

- Provide cover for colleagues when needed.
- Attend and take part in team meetings, supervision and organisational events.
- Complete mandatory and specialist training to keep skills and knowledge up to date.
- Promote Yellow Door's values and commitment to equality, diversity and inclusion.
- Carry out other reasonable duties requested by the Management Team.

Person specification

Relevant Experience

Essential

- Experience of working in advocacy, safeguarding, domestic abuse, sexual violence or a related support service.
- Experience of completing risk assessments and support needs assessments.
- Experience of managing referrals, triage or allocations.
- Experience of supervising, supporting or mentoring staff or volunteers.
- Experience of working with people affected by trauma.
- Experience of working with other agencies.

Desirable

- Experience of working in sexual violence advocacy services.
- Experience of coordinating services or supporting operational management.
- Knowledge of ISVA services and criminal justice processes.
- Experience of supporting diverse and marginalised communities.

Skills

Essential

- Strong assessment, prioritisation and decision-making skills.
- Strong organisation and workload management skills.
- Ability to identify, assess and manage risk well.
- Strong communication and people skills.
- Ability to use sound professional judgement.
- Ability to support and motivate staff.
- Strong problem-solving skills and a focus on solutions.
- Good IT skills and confidence using case management systems.

Knowledge

Essential

- Knowledge of safeguarding law and good practice.
- Understanding of trauma-informed practice.
- Understanding of equality, diversity and inclusion.
- Awareness of barriers faced by marginalised and underrepresented communities.
- Understanding of professional and ethical boundaries.

Personal Attributes

- Compassionate and approachable.
- Calm and resilient under pressure.
- Organised and reliable.
- Inclusive and non-judgemental.
- Committed to continuous learning and development.
- Able to work well with others, use initiative and take responsibility.

Alignment to Values

Everyone at Yellow Door is expected to live our values:

Compassion: Empower with honesty, humility and kindness.

Integrity: Do the right thing, even when it's not easy.

Inclusiveness: Strive to break down remove barriers.

Collaboration: Work together to provide the best possible service.

This role is regulated activity. Candidates must meet the requirements for the role and complete an enhanced DBS check as part of Yellow Door's safer recruitment process.

It is an essential car user role. ISVA accreditation training will be fully funded by Yellow Door and is subject to a training agreement, including a repayment clause if leaving within a specified period. This job description reflects current duties and may change in line with organisational needs. It will be reviewed annually.