

Rape and Sexual Abuse Support Centre

Job Description



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| Job title: | CYP Counselling Administrator |
| Responsible to: | CYP Operations Coordinator |
| Salary | £26-27k |
| Type of Contract | Permanent |
| Hours of work | Mondays, Thursdays and Fridays between 9am – 8pm |
| Location | Office is Croydon, and at least 2 days per week will be 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 201

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, Support Line, Advocacy, Training and Prevention, and Outreach and Casework. Our services include: the 24/7 Rape and Sexual Abuse Support Line supporting survivors of sexual violence aged 16+, 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 ISVA Services

Job Purpose

Accountable to the CYP Operations Coordinator, the CYP administrator is a permanent role with responsibility for supporting the smooth running of the CYP Counselling department.

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| Key Responsibilities | <ul style="list-style-type: none">• To deal with all of the administration of the department, including receiving and responding to emails, filing records, and passing on information• To update RASASC's systems with sensitive client information in an accurate and timely manner• To audit RASASC's systems for accuracy• To support with the recording and input of counselling hours• To support the CYP Operations Coordinator with the collation of data for grant monitoring reporting |
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| | <ul style="list-style-type: none"> • To support the CYP Operations Coordinator with any additional administrative tasks as directed. • Ensuring that the counselling office and counselling rooms are tidy and adequately stocked with supplies. • To take initial queries from survivors, their parents/carers and professionals. • To have regular telephone contact with survivors and their parents/carers liaising around access to appointments • Building and maintain good professional relationships with counsellors • To communicate with counsellors in a timely manner • To support counsellors with administrative processes and basic IT trouble-shooting. • To join a team of workers to provide first aid and fire marshall support when working from the office. |
| General | <ul style="list-style-type: none"> • Demonstrate a commitment to RASASC's feminist ethos, principles and ethics, including working with a model of empowerment. • Work collaboratively and respectfully as part of a professional team dedicated to the empowerment of women and survivors of sexual violence. • Maintain a commitment to continued professional development, attending additional training as recommended and required by RASASC. |

Monitoring and Evaluation of the Post

The performance of the post holder will be monitored through regular supervision by the CYP Operations Coordinator 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): 4th January 2024

Approved by (sign): Sharon Erdman

Position: CEO

CYP Administrator - Person Specification

Qualifications, Skills & Experience

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| Experience and Knowledge | <ul style="list-style-type: none"> • Experience of providing administrative support • Experience of managing high volume administration • Experience of inputting into data systems • Experience of building good relationships with clients and stakeholders • Knowledge of a range of data systems • Knowledge and understanding of trauma informed practice. (desirable) • Knowledge and understanding of violence against women and girls. (desirable) |
| Skills and Abilities | <ul style="list-style-type: none"> • Excellent verbal and written communication skills. • Ability to provide and receive constructive feedback. • Highly professional with integrity, resilience, drive and evident enthusiasm for the charity's work • Can work independently and within a team, to plan, prioritise, manage workload and implement work effectively to meet deadlines. • Strong administrative skills including the use of Microsoft Outlook, Word, Excel and databases. • Ability to work flexible to accommodate the needs of the department. |
| General | <ul style="list-style-type: none"> • Promoting the vision values and feminist ethos of RASASC throughout the whole organisation and externally • Contributing and developing a culture that values and respects diversity, learning, improvement, striving for quality and best practice. • Uphold the rights of survivors of rape & 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. • 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. • Participate in supervision, training and meetings as required, and assist in the development of services in line with agreed development plans. • Work within the values, policy and practices of the feminist anti-violence movement. • 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. • Responsible for undertaking any other duties appropriate to the post. |