

Rape and Sexual Abuse Support Centre

Job Description



Job title:	Support Line Manager (maternity cover)
Responsible to:	Director of Services
Salary	£35-38,000 (pro rata)
Type of Contract	Fixed – term contract – 1yr
Hours of work	Rolling rota with core hours between 8am and midnight
Location	Remote working

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, Support Line, Advocacy, Training and Prevention, and Outreach and Casework. Our services include: the National Rape Crisis Support Line; 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 Description

Accountable to the Director of Services, the Support Line Manager is a permanent role with responsibility for managing the service provision of the National 24/7 sexual violence support service.

Key Responsibilities	<ul style="list-style-type: none">• Responsible for day-to-day oversight of Support Line service provision• Recruitment, induction and training of Support Line workers.• Line management of Support Line workers
Oversight of service provision	<ul style="list-style-type: none">• Create and cascade support plans for ongoing callers.• Coordinate rota, identifying staffing gaps and taking action to address this.• Ensure call data is recorded accurately.• First point of contact for salaried staff needing support or guidance.• Designated Safeguarding Officer responsibilities as part of safeguarding team
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.• Maintain clear and adequate records of work done, and to produce reports on work programmes and activities as required by the CEO.• 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• Responsible for undertaking any other duties appropriate to the post.

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): 30th January 2023

Approved by (sign): Sharon Erdman

Position: CEO

Rape and Sexual Abuse Support Centre

Support Line Manager

Qualifications, Skills & Experience

Qualifications	<ul style="list-style-type: none">• Relevant degree, professional qualifications or proven equivalent experience.
Experience	<ul style="list-style-type: none">• Experience of supporting women and girls in a specialist VAWG sector organisation.• Experience of implementing safeguarding policies and procedures.• Experience of supporting staff/volunteers.• Experience of providing support on a helpline.• Commitment to feminist & anti-racist principles, and experience of putting these into practice.• Experience of running a helpline for survivors of rape and/or sexual abuse (desirable)
Knowledge	<ul style="list-style-type: none">• Knowledge and understanding of violence against women and girls.• Knowledge and understanding of trauma informed practice.• Knowledge of the Rape Crisis model of supporting survivors of rape and sexual abuse (desirable)
Skills and Abilities	<ul style="list-style-type: none">• Excellent verbal and written communication skills.• Ability to communicate effectively and sensitively on difficult subjects and confident to confront distressing issues• Ability to provide and receive constructive feedback.• Consultative, influential and collaborative management style• Can work independently and within a team, to plan, prioritise, manage workload and implement work effectively to meet deadlines.• Highly professional with integrity, resilience, drive and evident enthusiasm for the charity's work• Ability to reflect on own practice and identify areas for own professional development.• Strong administrative skills including the use of Microsoft Outlook, Word, PowerPoint, Excel and databases.
General	<ul style="list-style-type: none">• Willingness and ability to participate in an on-call rota.

