

Pathway Administrator

Job Description

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| Job Title: | Pathway Administrator |
| Salary: | £23,261 |
| Hours: | 37 hours per week |
| Based: | Bristol or Taunton with up to 30% of hours per week working from home |
| Responsible to: | Pathway Co-ordinator |
| Pension: | 5% employer pension contributions |
| Annual leave: | 27 days plus bank holidays |

At SARSAS we strive to create a workplace that reflect the communities we serve and where everyone feels empowered to bring their full, authentic selves to work. We want to build an inclusive culture that encourages, supports, and celebrates diverse voices. We actively encourage applicants with protected characteristics to apply.

The post is subject to an enhanced DBS (CRB) check and open to women only (exempt under the Equality Act 2010 Schedule 9, Part 1).

Main duties:

1. General responsibilities

- a. To be a first point of contact in Bristol or Taunton for survivors of rape or sexual abuse who access SARSAS services, and to support them in a welcoming and appropriate way by phone and in person.
- b. To respond to referrals and requests for support, liaise with clients, staff, sessional counsellors, and volunteers to coordinate appointments for SARSAS specialist sexual violence support services.
- c. To ensure that all work is carried out in line with SARSAS policies, RCEW National Service Standards and Health and Safety legislation.
- d. To contribute to the ongoing development of the organisation by helping to improve systems and procedures.
- e. To take a positive and proactive approach to problem solving to manage a varied workload and contribute to a positive working environment.
- f. Ensure that SARSAS's Health and Safety Policy is implemented and undertake risk assessments as required so that all necessary actions are taken to ensure that the organisation remains compliant and minimises risks.

- g. To attend team meetings, including some meetings in Taunton, individual line management meetings, external supervision and other meetings as required
- h. Facilitate effective communication between the Bristol office team, Taunton office, administration team, counsellors, specialist support workers, volunteers, and management at SARSAS and partner organisations.
- i. To take notes and minutes at SARSAS meetings as required
- j. To work with the SARSAS team to promote client engagement at all opportunities.
- k. To maintain self-care and own wellbeing
- l. To attend training as and when required
- m. To undertake other duties as required in keeping with the aims of the organisation.

2. Database Management and Monitoring

- a. Provide case administration for SARSAS services including counselling and specialist support ensuring all client are assessed, allocated and responded to in a professional, fair, and timely manner across all areas and focusing on Bristol, BANES and South Gloucestershire hub and spokes.
- b. Ensure the case allocation and management system is kept up to date.
- c. Maintain accurate records and data to ensure that all quarterly, annual, and other statutory reports are submitted in good time to all relevant internal and external stakeholders.
- d. Work with the Pathway Coordinator in the production of monitoring reports returns for all relevant internal and external stakeholders, and the rest of the Management and Coordination team when required for other tasks.
- e. Respond to professional enquiries about SARSAS services, send out information and signpost to relevant partner organisations.

3. General Administration

- a. Assist the staff including sessional counsellors and volunteers with daily administrative tasks.
- b. Assist with the administrative aspects of large or complex projects including recruitment and premises.
- c. Be responsible for responding to email and telephone enquiries from a range of sources in a clear, consistent and appropriate way.

Person Specification

Pathway Administrator

| | Essential Criteria | Desirable |
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| Knowledge & Experience | <p>Knowledge of confidentiality and data protection policy and procedures</p> <p>Knowledge of data performance management systems</p> | <p>Knowledge and understanding of the impacts of sexual violence</p> <p>Working within an organization that deals with sensitive and confidential information</p> |
| Skills & Abilities | <p>Ability to create and manage administrative processes</p> <p>Initiative, flexibility and the ability to work without direct supervision as well as part of a team</p> <p>Ability to prioritise tasks and work to deadlines</p> <p>Clear and effective verbal and written communication skills</p> <p>Excellent I.T. skills</p> <p>Ability to keep up-to-date records and to monitor and evaluate client data</p> | |
| Personal Effectiveness | <p>Understanding and commitment to SARSAS's feminist ethos</p> <p>Enthusiasm and passion for the nature of this work and a commitment to continuing Professional Development</p> <p>Awareness of the possible impact on oneself of working with trauma and commitment to looking after own personal wellbeing</p> | |

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| Diversity | Comprehensive understanding of and commitment to equality and diversity issues with regards to ages, disability, ethnicity, faith or belief, gender identity and sexual orientation | |
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