



## **SUPPORT SERVICE COORDINATOR**

### **Job Description and Person Specification**

<b>Salary</b>	£30,085 per annum (full time equivalent)
<b>Hours</b>	30 hours per week
<b>Responsible to</b>	Support Service Manager
<b>Based</b>	Bristol (with some travel across Avon and Somerset) up to 2 days per week working from home.
<b>Pension</b>	Employer pension contribution of 5%
<b>Annual leave</b>	27 days plus bank holidays (pro rata)
<b>Contract</b>	Permanent

*This post is subject to an enhanced DBS check.*

### **Equal opportunities statement**

SARSAS values diversity and welcomes applicants from all sections of the community; especially from minority groups/groups with a protected characteristic such as People of Colour, who are currently under-represented. We strive to be Disability Confident Committed Employer.

### **About the role**

As part of our commitment to expanding and diversifying our support work services, we are excited to offer a rewarding opportunity to join our thriving and dynamic SARSAS team as a Support Service Coordinator. We are looking for a highly organised, passionate and pro-active individual who will coordinate and further develop the delivery SARSAS specialist support across a wide geographical area.

The specialist support service provide one-to-one and group work support for people that have experienced sexual violence at any point in the lives. Specialist support provides emotional, practical and advocacy support for survivors with multiple support needs and/or external complicating factors. Support may include issues around housing, debt, employment, mental health support needs, managing trauma responses and daily coping tools and techniques. The Support Service Coordinator is the first point of contact for clients being offered specialist support and ensures that clients receive an accessible, inclusive, trauma- informed service.

An integral part of the role will be providing line management to a small team of Specialist Support Workers responsible for the delivery of support. This includes the provision of our unique specialist support service for autistic people and people with learning disabilities. Working with the Support Service Manager you will ensure that the support service operates efficiently meeting the needs of our clients and funding requirements.

An exciting element of this new role will be engagement with local communities and stakeholders to develop and strengthen relationships particularly in areas and communities that may be currently underrepresented in support.

### **About you**

You will be a confident and enthusiastic individual who is passionate about supporting people who have experienced sexual violence. You will have experience of working with people who have experienced trauma and understand the complexities of working with people with multiple support needs.

You will enjoy being part of a team and feel passionate about motivating, inspiring and supporting those you line manage and within the wider team.

You will be responsible for the allocation of suitable clients to Specialist Support Workers through your knowledge of case and risk management and your skill in exercising professional judgement. You will be highly organised with the ability to coordinate and manage multiple waiting lists across a wide geographical area. You will have excellent administrative skills and the ability to manage a complex and demanding workload.

You will have excellent communication and interpersonal skills and the ability to respond calmly and compassionately in difficult situations.

You will be reflective and have good self-awareness, resilience, and commitment to your own wellbeing. You will keep the voice of the client at the heart of your work and gather feedback to inform and shape services.

## **About SARSAS**

SARSAS exists to relieve the trauma and distress and help rebuild the lives of survivors who live in Somerset, Bristol, South Gloucestershire, North Somerset and BANES, who have experienced any form of sexual violence, at any point in their lives.

SARSAS also campaigns and raises awareness about rape and sexual violence to change the narrative about sexual violence and to enable survivors' voices to be heard. Partnership work with a range of agencies locally and nationally is a priority to enable social change.

SARSAS works to feminist principles: this underpins both what our service is and how it is run. Our work is guided by a trauma-informed approach which understands how traumatic experiences can impact on survivors and keeps an awareness of their effects at the forefront of our approach to support.

## **Key responsibilities**

### ***Coordination and administration***

- Coordinate and plan the delivery of SARSAS specialist support work ensuring the support is accessible, inclusive and trauma informed.
- Provide line management support and/or training and mentoring to relevant staff and volunteers including supporting with recruitment and induction.
- Working closely with the Support Services Manager, ensure our delivery of support services programmes satisfy our funders requirements in terms of scope and reach. This will include elements of the coordination for our flagship project that supports autistic people and people with learning disabilities.

- Build strong working relationships with key agencies and stakeholders through attending team meetings, delivering presentations, workshops and providing training around sexual violence disclosure, support and prevention.
- Maintain relevant case data and management systems in accordance with SARSAS policy and procedure.
- Work closely with the Support Service Manager to provide relevant statistical information when required for reporting and fundraising purposes.
- Maintain up to date knowledge of relevant legislation, relevant evidence bases and good practice guidelines.
- Promote and publicise SARSAS support work.

### ***Service Delivery and development***

- Ensure that support work is responsive, accessible and ethical, safe and effective for all clients.
- Coordinate and manage the multiple waiting lists for support work and oversee the allocation of clients to the Specialist Support Workers.
- Provide case management and support staff in client decisions ensuring professional standards are maintained.
- Coordinate and develop resources, session plans, processes to further the development of support work programmes.
- Ensure that support work supports survivors to achieve positive outcomes for health and wellbeing, safety, interpersonal relationships, empowerment and confidence, community integration and involvement.
- Support with safeguarding issues as they arise and manage situations within SARSAS policy and procedures.

- Facilitate client engagement and feedback to ensure the survivors voice is heard and informs service delivery and pathways. This may involve gaining one to one feedback or through the facilitation of focus groups.
- Develop and strengthen our community links, particularly in those areas that may be currently underrepresented in support.

### ***Monitoring and evaluation***

- To provide statistical data, case studies, and feedback for reporting, development and fundraising purposes.
- Maintain GDPR compliance and follow SARSAS data protection policies.

### ***General responsibilities***

- Continuously commit to self-care and reflective practise including engaging with SARSAS line management, clinical supervision and annual appraisal.
- Attend organisational meetings as required and communicate effectively with relevant colleagues across the SARSAS team.
- Ensure that all SARSAS policies and procedures are adhered to, including safeguarding, confidentiality and GDPR.
- Uphold and work within SARSAS's Equality and Diversity Policy.
- Attending all training, whether statutory or non-statutory, as required.
- Undertaking any other duties and responsibilities commensurate with the role.
- Work in a manner that promotes the ethos and values of SARSAS.
- Taking a positive and proactive approach to problem solving to contribute to a positive working environment.

## **Person Specification**

	<b>Essential</b>	<b>Desirable</b>
<b>Qualifications, training and experience</b>	<ul style="list-style-type: none"><li>• Experience of line management of staff or volunteers and related HR processes.</li><li>• Experience of working with people who have experienced trauma and/or have multiple support needs.</li><li>• Experience of handling safeguarding concerns, as well as risk assessment and risk management procedures.</li><li>• Experience of developing community partnerships and building relationships with agency/statutory stakeholders</li><li>• Experience and understanding of building positive and empathic relationships with clients with multiple support needs including those with autism and/or learning disabilities.</li><li>• Experience of developing and delivering presentations, materials and/or workshops</li><li>• Experience of maintaining professional boundaries and using knowledge and professional judgement to inform decision making.</li></ul>	<ul style="list-style-type: none"><li>• Experience and understanding of assessment and referral processes.</li><li>• Experience of working in the voluntary sector.</li><li>• Experience of recruiting and inducing people.</li></ul>
<b>Skills and Knowledge</b>	<ul style="list-style-type: none"><li>• Knowledge and understanding of the impact, barriers and support needs of people who have</li></ul>	<ul style="list-style-type: none"><li>• Knowledge of key signposting and referral agencies.</li><li>• Knowledge of how to develop relevant and accessible</li></ul>

	<p>experienced sexual violence.</p> <ul style="list-style-type: none"> <li>• Knowledge and experience in working with the impact of trauma.</li> <li>• Understanding of vicarious trauma.</li> <li>• Clear and effective verbal and written communication, organisational, planning and time management skills.</li> <li>• Ability to keep up-to-date records and monitoring and evaluation data.</li> <li>• Excellent organisational skills with the ability to prioritise tasks and work under pressure.</li> <li>• Ability to keep up-to-date and accurate records and monitoring and evaluation data to support organisation self-evaluation and reporting to funders.</li> <li>• Ability to produce written reports, presentations and training materials to a high standard.</li> <li>• Good IT skills and experience of using Excel, Word and Outlook.</li> <li>• Willingness and ability to travel as required across Somerset and Avon.</li> <li>• An understanding of equality, diversity, and inclusion and a commitment to making services accessible for all.</li> </ul>	<p>resources for different client groups.</p> <ul style="list-style-type: none"> <li>• Knowledge and understanding of relevant monitoring and evaluation frameworks.</li> <li>• Knowledge of relevant legislation.</li> </ul>
<b>Personal effectiveness</b>	<ul style="list-style-type: none"> <li>• A sensitive, compassionate approach to working with trauma survivors, in line with SARSAS's feminist ethos.</li> <li>• Passionate about supporting survivors of sexual violence and inspiring others.</li> </ul>	

	<ul style="list-style-type: none"> <li>• Creative, flexible, and curious with a focus on continuous improvement and responding to changing demands.</li> <li>• Excellent interpersonal, communication, and team-working skills, with a commitment to motivating others.</li> <li>• Strong commitment to personal wellbeing, professional development, and maintaining the service user experience at the heart of all work.</li> <li>• Dedicated to service user involvement, community development, and the ongoing application of SARSAS's values.</li> </ul>	
<b>Diversity</b>	<ul style="list-style-type: none"> <li>• Comprehensive understanding of and commitment to equality and diversity issues, in particular with regards to age, disability, faith or belief, gender identity, race, sex and sexual orientation.</li> </ul>	