

Pathway Coordinator

Job Description

Salary:	£30,084
Hours:	30-37 hours per week
Location:	Bristol (with some travel across Avon and Somerset) up to 2 days per week working from home
Contract:	Employed, full or part time considered and permanent
Responsible to:	Pathway & Volunteer Manager
Pension:	5% employer pension contribution
Annual leave:	27 days plus bank holidays per year (full time equivalent)

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

We have an exciting opportunity to join the thriving and dynamic SARSAS team as a Pathway Coordinator, leading the assessment and administration teams that make up our Pathway Hub.

You will line manage our Pathway Navigators, who facilitate initial client assessments, providing clinical oversight and support with decision-making to ensure a high-quality, trauma-informed triage and signposting service. Alongside this, you will hold a small caseload of assessments.

You will also line manage our Pathway Administrators, overseeing task allocation and supporting



responses to complex or sensitive client enquiries. A key and rewarding element of this role is the ongoing evaluation and development of our administrative systems, pathways and data collation processes, helping to ensure our service remains responsive, effective and accessible.

This role is central to the smooth and compassionate functioning of our Pathway Hub and plays a vital part in ensuring survivors receive timely, safe and appropriate support.

About you

You are an experienced, compassionate and organised professional with a strong understanding of trauma-informed practice and the complexities of supporting survivors of sexual violence and abuse. You bring confidence in coordinating teams, balancing people management with hands-on service delivery, and thrive in roles where safeguarding, quality and care are paramount.

You have experience line-managing staff, offering reflective and supportive supervision, and enabling teams to make sound, client-centred decisions. You are comfortable holding a small assessment caseload yourself and providing clinical guidance to others, ensuring assessments and triage are delivered safely, sensitively and consistently.

You are highly organised and detail-focused, with the ability to oversee administrative workflows, manage competing priorities and respond thoughtfully to complex or sensitive enquiries. You enjoy improving systems and processes, using data and feedback to strengthen service delivery and accessibility.

Above all, you share our values and commitment to survivor-led, inclusive and anti-oppressive practice. You work collaboratively, communicate clearly, and are motivated by contributing to a service that makes a meaningful difference to the lives of survivors.

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 enable survivor's voices to be heard. Partnership work with a variety 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 the effects of trauma at the forefront of our approach to support.

Key responsibilities

Pathway coordination.

- Coordinate the Pathway Hub team, ensuring they are providing effective administration support and triage service across all SARSAS services.
- Allocate and coordinate administrative tasks appropriately.
- Provide regular and ongoing line management and support to Pathway Administrators and Navigators, this can also include any placement students and volunteers.
- Contribute to the recruitment, induction and relevant training of Pathway Hub staff.
- Support the Pathway Navigator in clinical decisions. This will include decisions on appropriate assessment outcomes.
- Carry out a number of clinical assessments each week.
- Planning and oversight of waiting well initiatives, such as our 4-week online course 'Getting Started'.

Service development

- Seek opportunities to continuously improve and develop service delivery administration and assessment processes that ensure all SARSAS clients receive a professional and accessible service.
- Work alongside our current Pathway Navigators to support and train the wider team in undertaking triage assessments.
- Develop and maintain relationships with our key referrers across Avon and Somerset to increase understanding about SARSAS, our referral pathways and services.

- Work within the SARSAS team to ensure all services are responsive to intersectionality, accessible, ethical, safe, and effective for all service users including those with multiple support needs.
- Maintain and develop processes that ensure all client data is recorded accurately and in line with GDPR policy.
- Work closely with the Pathway and Volunteer Manager to maintain and improve our feedback and monitoring processes.
- Support with the collation of data for monitoring and reporting purposes.

Other duties

- Be a strong team player – supporting colleagues, promoting the ethos and values of SARSAS, seeking opportunities to share knowledge and ideas.
- Take a positive and proactive approach to problem solving in order to manage a varied workload and contribute to a positive working environment.
- Ensure all work is carried out in line with SARSAS policies and procedures and Rape Crisis England & Wales (RCEW) National Service Standards.
- Attend all training, whether statutory or non-statutory, as required.
- Participate actively in regular line management along with the annual development and review process.
- Adhere to SARSAS's policies and procedures.
- Participate actively in the risk assessment, management of risk process, and all aspects of Health and Safety.
- Work as a member of the SARSAS team and assist as required across all the organisation's projects, including carrying out any other duties that may be required to meet the needs of the organisation.



This job description is not exhaustive and is subject to review in consultation with the post holder and according to future changes/developments within the organisation.

See next page for Person Specification.

Person Specification

	Essential	Desirable
Qualifications, training, and experience	<ul style="list-style-type: none"> • Experience of working within a support service environment. • Experience and understanding of working in a trauma informed way. • Relevant experience of making assessments and understanding referral pathways. • Experience of line management and/or team coordination. • Experience of reviewing and improving processes. • Experience of data collection and collation. • Significant experience of multi-disciplinary working, working alongside statutory services such as mental health teams, police, solicitors, educational settings, and social services. • Experience of and commitment to working with diversity. • Understanding and experience of safeguarding principles & procedures for both adults and children. 	<ul style="list-style-type: none"> • Experience of working with victim/survivors who have experienced sexual violence at some time in their lives. • Experience of working with people with complex needs

Skills and knowledge	<ul style="list-style-type: none"> • Excellent organisation skills including the ability to prioritise multiple tasks and delegate appropriately. • Clear and effective verbal and written communication skills. • Ability to manage lone working and maintaining communication within a team • Ability to keep up-to-date records and monitoring and evaluation data to support the organisations self-evaluation and reporting to funders. • Ability to produce written reports, presentations and training materials to a high standard. • Excellent I.T skills and experience of using Microsoft applications and experience of using CRM systems. • A proactive approach to identifying and improving systems and processes. • Knowledge and understanding of the impact, barriers and support needs of people who have experienced sexual violence 	<ul style="list-style-type: none"> • Knowledge of key signposting and referral agencies • Knowledge and understanding of relevant monitoring and evaluation frameworks • Knowledge of relevant legislation
Personal effectiveness	<ul style="list-style-type: none"> • Creative, flexible, and curious with a focus on continuous improvement and responding to changing demands. • Understanding and commitment to SARSAS's feminist ethos. • Commitment to Continuing Professional Development. • Enthusiasm and passion for the nature of this work. 	

	<ul style="list-style-type: none"> • Awareness of the possible impact on oneself of working with trauma and commitment to self-care. • A commitment to service user involvement and community development. 	
Diversity	<ul style="list-style-type: none"> • 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 	