

Pathway Navigator

Job Description and Personal Specification

Salary	£28,626.30 per annum (FTE)
Hours	37 hours per week
Responsible to	Pathway and Volunteer Manager
Based	Bristol (with some travel across Avon and Somerset) up to 2 days per week working from home
Pension	Employer pension contribution of 5%
Annual leave	27 days plus bank holidays (pro rata)
Contract	Full Time 1-year Fixed Term Contract

This post is subject to a basic 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 are a Disability Confident Committed Employer. Our current premises are wheelchair accessible.

About the role

We have an exciting opportunity to join the thriving and dynamic SARSAS team as a Pathway Navigator to work with adults who have experienced rape or sexual violence and who may have multiple support needs. You will carry out trauma-informed assessments with new clients to ascertain their best options for support, whether internal or external.

About you

You will have experience of working with people who have experienced trauma and understand the complexities of working with clients with multiple support needs. You will be passionate about working with survivors of sexual violence, have a working knowledge of the impacts of trauma and an understanding of the barriers clients may face in accessing support.

You will have the personal skills to support and empower clients through needs assessment, liaison, advocacy, and signposting, enabling clients to feel heard and receive the best possible support. You will have a knowledge of partner agencies and external pathways to support.

You will have the skills and experience to be a part of facilitating some of our waiting well initiatives, including our 4-week online webinar and Drop-in Reach-out sessions.

About SARSAS

SARSAS exists to relieve the trauma and distress, and help rebuild the lives, of survivors of all ages over 18 years of age, and of all genders 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. We campaign and educate to raise awareness and bring an end to sexual violence. Partnership work with a variety of agencies locally and nationally is a priority to enable social change.

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.

This video developed as part of the 2021 [GSK Impact Awards](#) will give you a taster of the work we do.

Key Responsibilities:

Service delivery: Referral triage, assessment, support pathways and waiting well initiatives

- Provide a trauma-informed telephone, video, and face-to-face triage service for survivors referred to SARSAS, including self-referrals. Ensure initial needs and risks are assessed and understood. Where appropriate, carry out short term risk management and safety planning. Provide information about what support services are available and refer/facilitate access to internal, or external support services.
- To carry out safeguarding when applicable.
- Communicate closely with survivors and keep them informed of any action taken or referrals made on their behalf.
- To provide short-term advocacy.
- Take part in promoting services including talks and training to organisations based in key agencies across Avon and Somerset to support staff, volunteers, and service users to build trust and understanding about SARSAS, our referral pathways and services.
- Facilitate online and in-person group work and/or peer support for survivors of sexual abuse and rape.
- A small proportion of the role may involve working with dual status clients, where they are accessing support as survivors. This work is always risk assessed and managed.

Service development

- To work alongside the Pathway and Volunteer Manager and Pathway Coordinator to support and train the wider team in undertaking triage assessments
- To work alongside the Pathway Coordinator and Pathway and Volunteer Manager to consider and implement ways to improve the pathway and assessment processes.

- Maintain up to date knowledge of relevant legislation, relevant evidence bases and good practice guidelines and share this with the team at SARSAS.
- Work within the SARSAS team to deliver and ensure the services are responsive to intersectionality, accessible, ethical, safe, and effective for all service users including those with multiple support needs.

Quality assurance

- Maintain professional knowledge and best practice proactively, including staying informed of updates and developments. Attend and contribute to team meetings and training sessions effectively.
- Seek feedback actively from survivors and partner agencies.

Monitoring and evaluation

- Work within the SARSAS team to ensure best practice systems are in place and that all service activity is recorded accurately, appropriately, and timely into a case management database and effectively evaluated to improve service provision.
- Comply with all recording, reporting and safeguarding policy and procedures and actively address or report any areas for concern.
- Regularly produce case studies and data for reporting and training purposes.

Administration

- Attend meetings at appointed times, maintain professional, personnel and service user records and meet deadlines.
- Produce professional letters to advocate on behalf of survivors.

External relations

- Promote a positive view of the service when interacting with colleagues and external partners and stakeholders.
- Work in partnership with Rape Crisis England & Wales and other rape crisis and sexual abuse support centres.

Other duties

- Work within professional boundaries always maintaining safety and appropriate confidentiality.
- 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.
- Attending all training, whether statutory or non-statutory, as required.
- 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.
- Take a positive and proactive approach to problem solving to manage a varied workload and contribute to a positive working environment.

See next page for Person Specification.

Person Specification

	Essential	Desirable
Qualifications and training	<p>Experience of working with victim/survivors who have experienced sexual violence at any time in their lives.</p> <p>Significant experience and training in undertaking assessments, including needs, risk, safeguarding needs assessment.</p> <p>Significant training and experience of advocating on behalf of clients.</p> <p>A recognised qualification or significant training/experience of working in a supportive and/or therapeutic way with adults with a range of multiple support needs.</p> <p>Experience of building positive and empathic relationships with clients.</p> <p>Significant experience of multi-disciplinary working, working alongside statutory services such as mental health teams, police, solicitors, educational settings, and social services.</p> <p>Experience or understanding of facilitating group work and/or peer support.</p> <p>Experience of and commitment to working with diversity.</p>	<p>Experience of delivering presentations or training.</p> <p>Direct experience in a triage role.</p> <p>A good understanding of trauma informed practice.</p> <p>Experience of participating in clinical supervision.</p>

<p>Experience and knowledge</p>	<p>Comprehensive understanding of the impact of rape and sexual abuse including causes and consequences.</p> <p>Understanding and experience of safeguarding principles & procedures for both adults and children.</p> <p>Understanding of the implications of working alongside statutory investigations and/or court proceedings especially with regards to record-keeping, confidentiality, and data protection.</p>	<p>Knowledge of key signposting and referral agencies.</p> <p>Knowledge of relevant legislation.</p> <p>Knowledge of workplace health and safety, including assessing risk.</p>
<p>Skills and abilities</p>	<p>A sensitive, empathic, and mature approach to working within a specialist trauma informed service.</p> <p>Clear and effective verbal and written communication skills.</p> <p>Ability to keep up-to-date records and monitoring and evaluation data in order to support the organisations self-evaluation and reporting to funders.</p>	<p>Willingness and ability to travel throughout Somerset and Avon, to attend external and internal meetings.</p>
<p>Personal effectiveness</p>	<p>Excellent I.T skills and willingness to use SARSAS's cloud- based database.</p> <p>Creative, flexible, and able to work well with others in a team.</p> <p>Understanding and commitment to SARSAS's feminist ethos.</p> <p>Commitment to Continuing Professional Development.</p> <p>Enthusiasm and passion for the nature of this work.</p> <p>Awareness of the possible impact on oneself of working with trauma and commitment to self-care.</p> <p>A commitment to service user involvement and community development.</p>	

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