



Pathway Administrator

Job Description

Job title:	Pathway Administrator
Salary:	£24,685.04 (FTE)
Hours:	30 hours per week
Responsible to:	Pathway Coordinator
Based:	Bristol (hybrid working)
Pension:	5% employer pension contribution
Annual leave:	27 days plus bank holidays, pro rota
Contract:	Fixed-term contract until March 31 2027

This post is subject to a basic DBS check.

Equality, diversity, and inclusion

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.

We are committed to taking an inclusive approach to recruitment and selection whilst ensuring there is no discrimination in our processes and that our team and prospective employees are treated fairly, with respect and without bias. Reasonable adjustments to the interview process can be made to accommodate additional requirements. Applicants are encouraged to highlight any specific adjustments needed to enable participation in the recruitment process.

Key Responsibilities

Survivor and professional contact

- Act as a welcoming, professional and appropriate first point of contact for survivors accessing SARSAS services, primarily by telephone, email and in person.
- Respond sensitively and appropriately to enquiries and referrals from survivors, professionals, partner organisations and other agencies.

- Provide clear information about SARSAS services and, where appropriate, signpost survivors and professionals to other relevant services and organisations.
- Support effective communication with survivors throughout the referral and allocation process, ensuring that information is provided in a timely, accessible and trauma-informed way.
- Promote positive service user engagement and contribute to ensuring that survivors experience a responsive, respectful and inclusive service.

Pathway administration and coordination

- Provide high-quality case administration across SARSAS's specialist sexual violence services, including counselling and specialist support.
- Process and respond to referrals and requests for support in a professional, fair and timely manner.
- Support the assessment, allocation and ongoing administration of referrals across SARSAS's areas of operation, including Bristol, Bath and North East Somerset, South Gloucestershire, North Somerset and Somerset.
- Coordinate appointments and support effective communication between survivors, counsellors, specialist support workers, volunteers and other members of the Pathway team.
- Work closely with the Pathway and Volunteer Manager and Pathway Coordinator to ensure that referrals and cases are managed effectively and that administrative systems support the smooth running of the service.
- Maintain accurate and up-to-date information within SARSAS's case management and allocation systems.
- Monitor referrals, allocations, waiting lists and other relevant pathway information, identifying issues or delays and raising these with the appropriate member of the team.
- Manage a varied and increasing workload effectively, prioritising tasks according to urgency, service needs and organisational procedures.

Database, monitoring and reporting

- Maintain accurate, timely and confidential case records in accordance with SARSAS policies, procedures and data protection requirements.
- Ensure that information held on case management and other administrative systems is accurate and kept up to date.
- Support the Pathway Coordinator and Pathway and Volunteer Manager with monitoring and reporting requirements.
- Produce and collate information and monitoring data as required for internal management purposes and for relevant external stakeholders and funders.
- Identify data quality issues and contribute to improving systems and processes to ensure accurate and reliable information.

- Handle sensitive personal information appropriately and maintain confidentiality at all times.

Team and organisational support

- Provide effective administrative support to the Pathway team, including counsellors, specialist support workers and volunteers.
- Facilitate effective communication between the Pathway team, wider SARSAS staff, administration, management and relevant partner organisations.
- Attend team meetings, supervision, training and other meetings as required, including occasional meetings across SARSAS's geographical area.
- Take notes and minutes at meetings where required.
- Assist with administrative aspects of projects and organisational activities, including recruitment, premises and service development work.
- Contribute positively to the ongoing development of SARSAS by identifying opportunities to improve administrative systems, processes and ways of working.
- Take a proactive approach to problem solving, responding constructively to changing service demands and contributing to a supportive and positive working environment.
- Work flexibly as part of the wider team and undertake other reasonable duties consistent with the aims and objectives of SARSAS.

Health, safety and wellbeing

- Carry out all work in accordance with SARSAS policies, procedures, RCEW National Service Standards and relevant legislation.
- Follow SARSAS's Health and Safety Policy and contribute to maintaining a safe working environment.
- Undertake or contribute to risk assessments where required and take appropriate action to minimise identified risks.
- Maintain appropriate professional boundaries and contribute to a safe and supportive environment for survivors, colleagues and volunteers.
- Take responsibility for personal wellbeing and self-care, recognising the impact of working within the sexual violence sector and making appropriate use of supervision and support.
- Attend training and professional development opportunities as required.

Person specification – Pathway Administrator

	Essential Criteria	Desirable
Knowledge & Experience	Experience of working in an administrative role, with the ability to manage a varied workload and maintain accurate and timely records. Knowledge and understanding of confidentiality, data protection and the appropriate handling of sensitive personal information. Knowledge and understanding of the impact of sexual violence and/or trauma, and an ability to work in a sensitive, respectful and trauma-informed way.	Experience of working within a sexual violence, domestic abuse, mental health, voluntary sector or other trauma-informed service. Experience of using a case management, client database or referral management system. Experience of monitoring data and contributing to performance reports, contractual monitoring or funder returns. Experience of working with referrals, allocations, waiting lists or appointment coordination.
Skills & Abilities	Excellent organisational skills, with the ability to prioritise competing demands, manage a high volume of work and meet deadlines. Excellent attention to detail, with the ability to maintain accurate records, identify discrepancies and ensure information is consistently recorded and up to date. Clear, effective and sensitive verbal and written communication skills, including the ability to communicate appropriately with survivors, professionals, colleagues and partner organisations.	Experience of developing or improving administrative systems and processes. Ability to analyse and interpret data and identify trends or issues within service information.

	Strong IT and digital administration skills, with confidence using databases, case management systems, email, Microsoft Office and/or similar systems. Ability to use initiative, solve problems and develop or improve administrative processes, while knowing when to seek advice or escalate an issue. Ability to work effectively both independently and as part of a team, contributing positively to communication and collaborative working.	
Personal Effectiveness & Values	Commitment to equality, diversity and inclusion, and to working in a way that reflects SARSAS's feminist, survivor-centred values, alongside an awareness of the potential impact of working with trauma and a commitment to personal wellbeing and professional development.	Understanding of the barriers faced by survivors in accessing support and the importance of accessible and inclusive services. Experience of working collaboratively across different teams, services or geographical locations.