



Independent Sexual Violence Advocacy (ISVA) Service Manager

Job Description

Hours: 35 per week (full-time), including occasional evenings and very occasional weekend days as needed (e.g. for meetings, training etc.)

Starting salary: £37,336 plus 5% pension contribution (after 3 months' employment)

Annual leave entitlement: 25 days per annum plus statutory Bank Holiday entitlement

Nature of contract: Permanent (subject to funding and successful completion of 6-month probation period)

Responsible to: CEO

Location: Leeds City Centre (some home-based / hybrid and/or offsite working might be possible or required)

Primary purpose of the role

To manage and deliver SARSVL's specialist Independent Sexual Violence Advocacy (ISVA) service to meet the needs of survivors of sexual violence and abuse aged 13+, as part of SARSVL's senior management team.

Main responsibilities

Service management:

1. Provide operational and case management for SARSVL's specialist ISVA service
2. Act as safeguarding lead for the ISVA service and share in overall safeguarding responsibility for all services as part of the senior management team, including on-call out-of-hours duty cover (approx. once every four to six weeks)
3. Lead and oversee the monitoring, reporting and evaluation of the ISVA service
4. Manage the ISVA service waiting list and allocations
5. Provide line management, annual appraisal, case management and ongoing support to all ISVA service staff
6. Share responsibility for recruitment and selection of new ISVA service staff (with the CEO)
7. Further develop the ISVA service on an ongoing basis, ensuring it is as accessible as possible for the diverse range of survivors who might need and want it, particularly those minoritised and marginalised by society
8. Ensure effective joint working between SARSVL's services

9. Lead on effective joint working with and scrutiny of the police, Crown Prosecution Service (CPS) and other criminal justice agencies
10. Represent SARSVL and the ISVA service at external meetings and multi-agency forums e.g. West Yorkshire Police VAWG Scrutiny Panel, CPS Rape Scrutiny Panel, Operation Soteria Force Transformation Meeting, SARC Operational Meeting, LCJB Victim & Witness Group, Crown Court Improvement Group
11. Deliver external training to stakeholders about the ISVA role and related topics as and when possible and appropriate
12. Understand and engage with organisational and service budgets and support the CEO with funding applications as needed

Service delivery:

13. Carry a small caseload of ISVA clients, with the size subject to variation, depending on operational demands and service priorities
14. Complete risk and needs assessments for new clients
15. Provide appropriate support to ISVA clients, including (but not exclusively):
 - Carrying out support needs analyses
 - Developing individual service plans to address risks/support needs
 - Helping with access to other appropriate services e.g. health, counselling, childcare, education, employment etc.
 - Supporting development of clients' own support networks
 - Explaining criminal and, if appropriate, civil and housing options
 - Providing information and support in relation to Criminal Injuries Compensation
 - Providing support throughout the criminal justice process, explaining procedures, roles and rights
 - Where appropriate and with consent, liaising with Witness Service to arrange, and provide support at, a Pre-Court visit
 - With consent, liaising with the police, CPS and other criminal justice agencies
 - If agreed, keeping them informed about case progress on behalf of the police
 - Where appropriate and with consent, liaising with the CPS to arrange and provide support at a pre-trial CPS meeting
 - Explaining special measures and, where wanted and appropriate, advocating for their application
16. Be fully aware and make use of relevant resources to support clients' access and inclusion e.g. interpreters, travel expenses etc.
17. Ensure the safety, needs and rights of survivors are central and upheld at all times
18. Maintain and monitor records of all clients and service provision, with maximum confidentiality and in line with SARSVL's policies, procedures and protocols
19. Gather qualitative feedback from clients

20. Be fully aware of the myths and facts around sexual violence and abuse, and its short- and long-term impacts on victims/survivors
21. Provide constructive feedback to other agencies and professionals on behalf of clients and the ISVA service as appropriate and necessary

General responsibilities

22. Manage own workload and admin
23. Adhere to all organisational policies and procedures
24. Contribute to the development of policies, protocols, guidelines and strategies as needed
25. Attend and share in the leading and minuting of senior team meetings, staff meetings and other internal meetings as needed
26. Submit reports to and attend Board meetings as and when requested
27. Work with everyone at SARSVL to ensure all our organisation's activities include, represent and meet the needs of the diversity of women, girls and nonbinary people in Leeds, particularly those most minoritised and marginalised by society
28. Support SARSVL's adherence to the Rape Crisis National Service Standards (RCNSS) and other quality assurance frameworks as relevant
29. Participate fully in own line management and appraisal processes, and take up training and continuing professional development (CPD) opportunities
30. Adhere to and promote SARSVL's values and ethos in all areas of work
31. Take on other tasks as agreed.

Expectations of a SARSVL employee

1. SARSVL employees have a broad knowledge and understanding of sexual violence and abuse, and of the wider political and economic context in which they are working.
2. SARSVL employees prioritise the good of the organisation, of the Rape Crisis movement as a whole, and of women, girls and nonbinary people who have experienced sexual violence and abuse, actively promoting SARSVL's values in all aspects of their work.
3. SARSVL employees are flexible and responsive to the changing needs of the organisation as it develops and grows.
4. SARSVL employees communicate openly and honestly. They are professional and approachable and make efforts to understand the viewpoints of others.
5. SARSVL employees actively seek out training and development opportunities to enable them to take on a range of roles and tasks.
6. SARSVL employees take responsibility for their own work and share responsibility for the work of the organisation as a whole. They are self-motivated and can self-manage, but at the same time are committed to working as an equal and valued member of a team.
7. SARSVL employees are enthusiastic about problem-solving. They understand that there will be tough times and problems but they are willing to find and be part of the solutions.