

**safeline**  
Helping change lives for 25 years.



## Role Description

**Job Role:** Independent Sexual Violence Advocate (ISVA)

**Reporting Line:** Lead ISVA

**Attendance Times:** Full-time 37.5 hours per week, 9am - 5pm, Monday to Friday (job sharing may be considered)

**Location:** Office based in Warwick and covering Warwickshire & travel (hybrid office and homeworking may be considered subject to client need)

**Salary:** £25,000 - £27,000 per annum depending on qualification  
Matched pension contribution up to 5%

External Clinical Supervision provided, 25 days holiday + Bank Holidays, training and CPD

## Key Responsibilities

- Manage an agreed client caseload, subject to demand and reviewed
- Provide effective support by contacting all clients referred to Safeline within 24 hours if possible to undertake a risk assessment and support needs analysis and to help the client keep safe
- Develop and implement individual client plans to address the needs identified by the risk assessment and needs analysis and help them access the services they require and are entitled to. Ensure up to date knowledge of the full range of services available to clients
- Provide on-going face to face and telephone support (non-therapeutic) to clients and their supporters (Families and friends) and help them, where appropriate, develop their own support networks beyond Safeline
- With the client's consent and where relevant, keep partner agencies fully informed about important changes in the client's situation
- Explain criminal, legal and if relevant, civil remedies and housing options to clients including providing information and support in relation to Criminal Injuries Compensation



- Sensitively and respectfully work with clients to help them make up their own minds as to whether or not they want to report a crime, if they choose to report, support them through the criminal justice system, explaining the procedures and their role and rights within the system and keep the client informed of case progress
- Subject to local arrangements and the views of the client, support the client in the witness statement and during the trial phase in conjunction with the Witness Service
- Build and maintain positive and highly effective working relationships with key partner agencies including the police, CPS, court service, social services, education, primary care trust (mental and sexual health), Victim Support, Witness Service, voluntary sector organisations and Children and Family Court Advisory Support Service (CAFCASS)
- Liaise with the police and Crown Prosecution Service (CPS) on behalf of the client, with the client's consent and adhering to confidentiality policy in relation to release of information. If local protocols can be agreed, keep the victim informed about case progress on behalf of the police in line with the requirements of the Victims Code of Practice
- Participate in case conferences with the police, CPS and prosecuting barrister
- Maintain and monitor accurate records of all individual client cases and produce regular reports which highlight who and how we are supporting clients including recommendations on how the service we provide could be improved. Assist the Lead ISVA in producing funder reports in line with the required reporting timetable.
- Follow agreed policies, processes and procedures and within our accreditation protocols to ensure the client is kept at the heart of everything we do, that they receive the support they require to take control of their lives, that you maintain agreed levels of confidentiality and that you demonstrate a commitment to the values and ethos of the organisation
- Actively participate in team meetings, familiarise yourself with other aspects of the work of Safeline to ensure you understand how clients you are working might benefit and make appropriate referrals to these services. Contribute positively to improving the effectiveness of the organisation. Share your knowledge and provide specialist advice to other staff, volunteers and partner agencies to maintain the integrity of the ISVA support. Engage with other specialist sexual abuse charities and agencies to identify and adopt good practice.
- To better support your client, have a clear understanding of the myths and facts of sexual violence, rape trauma syndrome, long-term mental health effects of sexual violence, self-harm and suicidal feelings and attempts
- Work effectively with the Lead ISVA and other colleagues to ensure consistency of approach, that good practice is identified and continually adopted and to ensure continuity of service through the provision of cover for any absence (Holidays and ill health)
- Invest in personal development to ensure you have the right skills and knowledge to perform the role to your best ability including making full use of monthly external clinical supervision (Independent of the line manager) that will help to manage caseloads safely. It will be a requirement of the role to have a minimum level 3 specialist ISVA qualification from a recognised training provider
- Assist your ISVA colleagues in delivering training to internal and external training to promote awareness of the ISVA role.
- Attend and contribute to line management, annual appraisals and staff meetings
- In conjunction with your line manager, commit to your own Continued Professional Development.



## Person Specification

- The successful candidate should have an accredited ISVA training qualification and have at least 6 months dedicated ISVA experience or be willing to complete an accredited ISVA training qualification.
- A proven track record of having supported cases from report through to trial, providing advocacy with a range of services including police, CPS, social care & health would be an advantage. The job holder will attend Safeline's accredited 'Working with Survivors of Sexual Abuse' training programme in November.
- ChISVA Qualification an advantage or willingness to attend ChISVA training programme.
- An understanding of the dynamics of sexual violence and rape, including a knowledge of the impact of sexual violence on victims of all ages, genders, race and class and of current legislation and a desire and empathy to work alongside clients to assist in their recovery
- The willingness to be flexible around working hours during busy periods, for example during a trial.
- The ability to work well in a team in an open and honest way and also to work on your own initiative.
- Significant experience of working with and supporting clients from a practical and emotional perspective with a proven track record in crisis and case management skills whilst maintaining personal and professional boundaries
- Understanding of and commitment to professional protocols including Safeguarding issues, legal responsibilities, the Victims Code of Practice, working within drugs, alcohol, mental health and immigration issues
- Experience of working within multi-agency networks and settings and a proven track record of building and maintaining effective and mutually beneficial internal and external relationships
- Experience of risk assessment, needs analysis, risk management and safety planning would be very beneficial
- Motivated and enthusiastic with a proven ability to work in a busy and challenging environment. Must possess excellent interpersonal and communication skills to help support clients both over the phone and face to face and to present clear well-structured case notes
- A proven ability to monitor and evaluate cases to identify and implement learning opportunities
- High levels of trust and integrity and must respect the clients need for confidentiality
- High level of responsibility and accountability with an ability to work to tight deadlines, own targets, work as part of a team towards a common objective and to take responsibility for actions
- Must demonstrate a real commitment to continuing professional development and developing the necessary skills to enable the role to be performed to the standards expected by the charity and its clients
- A willingness to work with the Lead ISVA and other colleagues to provide a seamless service to clients recognising the need to ensure continuity of service at all times.
- A commitment towards the objectives and values of the charity
- A commitment to non-discriminatory practice.
- Hold a full driving license and have access to own transport.



## Key measures of Success

Work needs to be done to identify key measures of success that will enable us to identify whether or not our ISVA service is keeping clients safe and providing them with the practical and emotional support they need to regain control of their lives. Assisting the Lead ISVA in monitoring the following areas to ensure we can identify areas for improvement:

- Did we provide timely and appropriate advice to the victim?
- Did we provide timely and appropriate practical and emotional support to the victim?
- Have we increased victim safety and reduced the risk of further assault?
- Did we keep the victim informed about their case as it progressed through the criminal justice system?
- Have we helped victims who engaged with the CJS feel comfortable enough to continue through to conclusion?
- The number of referrals received from partner agencies and how that compares to previous years
- Feedback from partners on the standard of support we provide.

*Safeline is committed to the safeguarding of young people and vulnerable adults and adopts strict measures to ensure the safety of its clients. Safeline expects all staff to work within its safeguarding policies and procedures.*

