

## Role Description

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| <b>Job Role:</b>       | ISVA Service Coordinator and Data Analyst   |
| <b>Service:</b>        | Independent Sexual Violence Advocacy Team   |
| <b>Reporting Line:</b> | Head of ISVA and ChISVA Services  |
| <b>Contract:</b>       | 4 Days per week (30 hours), 9am - 5pm (flexible working considered)   |
| <b>Location:</b>       | Office based in Warwick Hybrid (Remote working considered)  |
| <b>Salary:</b>         | £20,000 per annum (£25,000 FTE)<br><br>25 days FTE paid holiday + public holidays. A birthday concessionary day + incremental annual leave with length of service. Matched contribution pension schemes up to 5% of gross salary. |

### About Safeline

Established in 1994, Safeline is a specialist charity that works to prevent sexual violence and abuse and support those affected to cope and recover. Safeline provides specialist, tailored support for anyone affected by or at risk of sexual abuse and rape, that empowers them to make choices about the lives they want and helps prevent abuse.

### Job purpose

The Service Coordinator will manage administrative tasks, facilitating communication between team members and clients, and ensuring efficient operation of service delivery processes. This includes compiling and reporting data, maintaining accurate records, and providing regular updates on service activities to relevant stakeholders.

## **Key Responsibilities**

- Oversee and manage the ISVA electronic database, ensuring its accuracy and efficiency.
- Serve as the primary point of contact for the ISVA service, handling referrals and inquiries from individuals, organisations, and stakeholders with a commitment to delivering high-quality, responsive service.
- Respond to any issues that occur during the delivery of services
- Provide comprehensive administrative support to the ISVA team in coordinating new client administration and managing client database, ensuring timely and efficient service delivery within established targets.
- Schedule appointments for clients, answer phones, and track clients' service records
- Assess the service needs of clients and link them to the appropriate resources and providers.
- Maintain an up-to-date resource directory with all local service providers and making it available for team use
- Collect and file client feedback through various channels, identifying potential areas for improvement and reporting findings to the Head of Service.
- Evaluate the quality of the service and identify areas that need improvement.
- Facilitate the preparation and distribution of client notes upon request from law enforcement or third parties.
- Generate accurate monthly trend analysis and quarterly, mid-year, and year-end statistical data for funder reports and senior management review.
- Analyse data and statistical information as needed by the Head of Service and CEO to inform future planning, grant applications, and decision-making processes.
- Collaborate closely with the Head of Service to promote the ISVA service and encourage relationships with external organisations.
- Compile monthly meeting minutes for the team and ensure their distribution.
- Attend and support ISVA team meetings, and contribute to line management, annual appraisals, and staff meetings when required.
- Commit to ongoing professional development in coordination with your line manager.
- Familiarise yourself with the range of services Safeline offers and provide accurate information to external agencies when appropriate.
- Uphold the highest level of integrity in handling confidentiality, adhering to legislation such as GDPR.
- Always adhere to Health and Safety regulations and support colleagues within the wider team with ad hoc tasks as needed.

## **Person Specification**

- The candidate must be proficient in data analysis and service coordination.
- Experience in managing and interpreting data to inform decision-making and improve service delivery.
- Must be competent in IT skills, including proficiency in relevant software applications such as excel for data management and reporting

- Excellent written and verbal communication, organisational, and prioritisation skills, with the ability to effectively convey information and liaise with clients, colleagues, and external stakeholders.
- Experience working in an administration
- Demonstrates empathy, non-judgmentalism, and compassion towards individuals affected by sexual abuse and rape, with a genuine desire to provide support and make a positive impact.
- Excellent written and verbal communication, organisational, and prioritisation skills, with the ability to effectively convey information and liaise with clients, colleagues, and external stakeholders.
- Strong interpersonal skills, including the ability to build rapport, maintain confidentiality.
- Demonstrates adaptability and resilience, able to navigate challenging situations and respond sensitively to the needs of clients while maintaining professionalism.
- Ability to manage competing priorities and meeting deadlines effectively. Demonstrates attention to detail, accuracy, and a commitment to maintaining high standards in all aspects of work.
- Ability to work collaboratively within a team environment, contributing ideas, providing support to colleagues, and encouraging a positive working atmosphere.
- Commitment to continuous personal and professional development, including a willingness to engage in training and learning opportunities relevant to the role.
- Alignment with the objectives and values of the charity, with a genuine interest in contributing to its mission and making a difference in the lives of survivors of sexual abuse and rape.

### **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 Head of Service 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 harm?
- 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. Safeline welcomes and encourages applications from all genders, cultures and ethnicities.*