

## Role Description

- Job Role:** Independent Sexual Violence Advocate (ISVA)
- Reporting Line:** Head of ISVA and chISVA Services
- Contract:** Full time 37.5 hours per week, 9am - 5pm, Monday-Friday.
- Location:** Office based in Warwick and covering Warwickshire & travel (hybrid home/office working)
- Salary:** Starting £28,000 per annum
- Benefits:** Matched pension contribution up to 5% | External Clinical supervision provided | 25 days holiday + Bank Holidays  
Incremental annual leave with length of service | Training and CPD | Salary progression based on qualifications, length of service.

## Key Responsibilities

- Manage an agreed caseload, subject to demand and regular review
- Contact all referred clients within 24 hours where possible to undertake a risk assessment and needs analysis, and to help them stay safe
- Develop and implement individual client support plans based on identified needs, ensuring clients can access the services they require and are entitled to
- Provide ongoing face-to-face and telephone support (non-therapeutic) to clients and their supporters, and help them build their own support networks beyond Safeline where appropriate
- With client consent, keep partner agencies informed of significant changes in the client's situation
- Explain criminal, legal and civil remedies and housing options to clients, including Criminal Injuries Compensation

- Support clients in making their own informed decision about whether to report a crime; where they choose to do so, support them through the criminal justice process, explaining procedures and their rights, and keeping them informed of case progress
- Support clients through the witness statement and trial phase in conjunction with the Witness Service, subject to local arrangements and client consent
- Build and maintain effective working relationships with key partners including police, CPS, court service, social services, education, primary care, Victim Support, Witness Service, voluntary sector organisations and CAFCASS
- Liaise with police and CPS on behalf of clients, maintaining confidentiality and keeping victims informed of case progress in line with the Victims' Code of Practice
- Participate in case conferences with police, CPS and prosecuting barristers
- Maintain accurate and up-to-date records of all client cases
- Follow agreed policies, processes and accreditation protocols, keeping the client at the heart of all work and upholding the values and ethos of Safeline
- Actively participate in team meetings, make appropriate referrals to Safeline services, share specialist knowledge with colleagues, volunteers and partners, and engage with other specialist agencies to identify and adopt good practice
- Maintain a clear understanding of the myths and facts of sexual violence, rape trauma syndrome, the long-term mental health effects of sexual violence, and self-harm and suicidal ideation
- Work effectively with the Lead ISVA and colleagues to ensure consistency of approach, continuous improvement and service continuity
- Invest in personal development and make full use of monthly external clinical supervision; a minimum Level 3 specialist ISVA qualification from a recognised training provider is required
- Support colleagues in delivering internal and external training to promote awareness of the ISVA role
- Attend and contribute to line management meetings, annual appraisals and staff meetings, and commit to ongoing CPD in conjunction with your line manager

## Person Specification

### Qualifications & Experience

- Accredited ISVA qualification, or willingness to complete one; minimum 6 months dedicated ISVA experience desirable
- Proven track record supporting cases from report through to trial, with advocacy experience across police, CPS, social care and health (advantageous)
- ChISVA qualification desirable, or willingness to complete the training programme
- The successful candidate will attend Safeline's accredited 'Working with Survivors of Sexual Abuse' training programme

### Knowledge & Understanding

- A thorough understanding of the dynamics of sexual violence and rape, including its impact on victims across all ages, genders, race and class
- Knowledge of current legislation and the Victims' Code of Practice
- Understanding of safeguarding responsibilities, and experience of working within drug, alcohol, mental health and immigration contexts
- Understanding of multi-agency working, including police, CPS, social care and voluntary sector partners

### Skills & Abilities

- Strong interpersonal and communication skills, both over the phone and face to face
- Ability to produce clear, well-structured case notes
- Experience of risk assessment, needs analysis, risk management and safety planning
- Proven crisis and case management skills with the ability to maintain professional boundaries
- Ability to monitor and evaluate cases and identify learning opportunities
- Ability to work independently and as part of a team, using own initiative

## Personal Qualities

- High levels of integrity and a genuine commitment to client confidentiality
- Motivated, resilient and able to thrive in a busy and challenging environment
- Flexible approach to working hours, including during trials
- Committed to continuous professional development
- Committed to the values, objectives and non-discriminatory practice of Safeline

## Other Requirements

- Full driving licence and 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 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.*