

November 2021

Dear Applicant

**Vacancy: Service Manager**

Thank you very much for your interest in working with Fife Rape and Sexual Assault Centre. I am enclosing:

- FRASAC Background Information
- FRASAC Vision & Values
- Job description
- Person specification
- Application form
- Equal opportunities monitoring form & SAE

Further information about the work of FRASAC is available via on our website [www.frasac.org.uk](http://www.frasac.org.uk)

Please note that the deadline for completed applications is **12 noon on Friday 3<sup>rd</sup> December 2021**. Interviews will be held **13<sup>th</sup> December 2021**. Due to limited resources, we will only contact you if you have been shortlisted for interview. All shortlisted candidates will be contacted by **Thursday 9<sup>th</sup> December 2021**.

**This post is a permanent contract but as with all FRASAC positions is subject to continued funding, current funding is secured until October 2023.**

This post will be offered subject to a satisfactory PVG. **Please note that we do not accept CVs.** The full application form should be completed and emailed to [susan.macleod@frasac.org.uk](mailto:susan.macleod@frasac.org.uk). The completed Equal Opportunities Monitoring Form should be returned separately by post to FRASAC, 38/40 High Street, Kirkcaldy, KY1 1LU.

We look forward to receiving your application. In the meantime, if you have any queries please contact me on 01592 642336.

Best wishes

Susan Macleod  
Office Manager

**Fife Rape and Sexual Assault Centre**  
38/40 High Street Kirkcaldy, KY1 1LU

We are a Fife wide independent charitable organisation providing free, confidential information, counselling and support to anyone affected by rape and sexual assault at some time in their lives.

Requires  
**Service Manager**  
30 hours per week  
£26910

A highly motivated and energetic individual is required to support the CEO and lead the operational team in ensuring we deliver the best, most effective and high quality survivor centered service as possible

**Only women need apply under Schedule 9, Part 1 of the Equality Act 2010**  
**The successful candidate will be subject to an enhanced PVG check**

Any queries regarding these posts can be directed to [susan.macleod@frasac.org.uk](mailto:susan.macleod@frasac.org.uk)

Closing date for applications: **12 noon Friday 3<sup>rd</sup> December 2021**  
If you are shortlisted, you will be contacted by: **Thursday 9<sup>th</sup> December 2021**  
Interviews will take place: **13<sup>th</sup> December 2021**

## **FRASAC Background Information**

FRASAC is a Fife Wide independent charitable organisation providing free confidential, counselling, support and advocacy to anyone affected by rape and sexual assault at some time in their lives. FRASAC also provides Prevention work within schools and other community groups that work with young people under the age of 25 years.

Fife Rape and Sexual Assault Centre were established in 2000 providing telephone support. In 2003 we developed further and were in a position to start providing face to face support services.

The project was created through a service gap being identified and in 2003 and funding was secured through Fife Council to employ a development worker. In 2004 we were awarded further funding from Scottish Executive (Rape Crisis Specific Funds) which allowed us to employ a full time support worker. This led to the expansion of one to one services.

With the continued funding from Scottish Executive and Fife Council FRASAC staff structure developed and by the end of 2005 we had a full time Centre Manager- with responsibility for the development and monitoring of services, training, campaigning, networking and direct service delivery. We also had a full time dedicated support worker, providing a variety of direct support to service users.

Violence against Women's funding in 2006 allowed us to expand further with the introduction of a Young Person's Project for people aged between 12 and 25 years of age. Due to increased funding in 2008 we were in a position to further expand the young person's project.

Continued support from Scottish Government and Fife Council has allowed FRASAC to continue delivering quality support services to survivors of Rape and Sexual Assault in Fife and in 2012 FRASAC were in a position to start offering service users counselling by qualified staff and counselling trainees.

In 2013 Rape Crisis Scotland applied for funding through Third Sector Early Intervention Fund to provide Prevention Worker posts throughout Scotland. This has allowed us to deliver prevention work to young people within Fife.

Rape Crisis also secured funding from the Justice Fund in 2015 which allowed us to employ a full time support and advocacy worker.

FRASAC are regularly involved in the delivery of training to other agencies and also raise awareness within the community on the issues and impact of sexual violence. FRASAC are currently a member of Rape Crisis Scotland and have achieved the Rape Crisis Scotland National Service Standards.

# FRASAC Mission Statement, Vision and Values

## **Mission Statement**

**Working together to end sexual violence and ensure that quality services are accessible.**

Fife Rape and Sexual Assault Centre provides Fife wide free, confidential information, advocacy and support to anyone, aged 12+, affected by sexual violence, including family, friends and other supporters.

We promote prevention through our work in education and promote learning around the impact of sexual violence locally and nationally.

## **Vision**

- Prevention – to change societal attitudes and beliefs through awareness raising events, campaigns and education as well as working in collaboration with relevant agencies to eliminate gender based violence.
- Provision- to continually grow and adapt our services aiming to be inclusive and welcoming to all, regardless of age, disability, gender reassignment, marriage and civil partnership status, pregnancy and maternity, race, religion or belief, sex, gender identity, intersex status or sexual orientation.
- Participation – overcoming all barriers to give survivors a voice through the promotion of service user involvement
- Protection –prioritise health, wellbeing and provide hope and a safe place to recover and thrive.

## **Values**

- A recognition that all forms of sexual abuse are acts of violence, involving the abuse of power and control.
- Recognition that perpetrators of sexual violence are responsible for their decisions and therefore it is appropriate that perpetrators be held accountable.
- A commitment to a partnership and collaborative approach with other key agencies towards instigating real and profound change.
- A commitment to constructive, accountable and transparent leadership.
- Feminist, human rights and equality based ideological foundations.
- Striving for the creation of a society that accepts responsibility for the eradication of all forms of sexual violence.

Job Title:	Service Manager
Accountable to:	CEO of FRASAC
Location:	38/40 High Street, Kirkcaldy, Fife, KY1 1LU
Other:	This post is office based in Kirkcaldy but will be required to work across the whole of Fife. You will require the use of a car for work purposes and travel expenses will be reimbursed.

## PURPOSE OF THE POST

- To lead and manage multiple teams of people and outreach services: Core Services, Young Persons Services, Crisis & Early Intervention Services, Advocacy Services and Prevention Project. (This is not an exhaustive list and may be subject to change).
- To meet FRASAC standards and in turn provide quality services to anyone who has experience of sexual violence. In doing so, supporting them wherever possible to make positive changes in their lives.
- To actively participate in the management team in the development and support of all services provided by FRASAC.
- To support the Directors and CEO in the strategic leadership, management and planning of the services provided by FRASAC.
- To deputise for the CEO as and when required.
- To deputise for the Operations manager as and when required.
- To ensure that all services in FRASAC have a joined up working approach.
- To ensure the ongoing development, implementation and monitoring of FRASAC's operational plans by maximising opportunities for development and growth.
- To promote the work of FRASAC in the local and wider community.

## KEY RESPONSIBILITIES

### 1. People Leadership and Management

- Provide clear direction and leadership to the teams including support, line supervision and appraisals.
- Manage and support staff through formal and informal mechanisms to help them achieve their potential and deliver excellent services.
- Promote a culture of continuous organisational improvement and strong client focus.
- Promote effective team communication, team building and planning through collaborative and participatory work practices.
- Ensure implementation of standards, FRASAC policies and procedures within the organisation.

## **2. Operational Management and Planning**

- Support the development and implementation of overall aims, values, objectives, policy and communication priorities for FRASAC.
- Take the lead for the Support Services with regard to effective operational planning and performance management and monitoring of resources required.
- When required, report to the Board of Directors, the CEO or external bodies regarding the support projects. This could be verbal or in writing.
- Support the CEO and Board of Director to regularly review, monitor and evaluate the organisation's performance, development and needs.
- Ensure effective channels of communication between the Board of Directors, CEO, other stakeholders and the teams through participatory mechanisms and approaches.
- Take a proactive role in promoting equality and anti-discriminatory practice throughout all aspects of the work.
- Take a proactive role in the delivery of the marketing strategy.

## **3. Services to Clients**

- Take the lead and manage referrals, assessments and allocation of service users to relevant support services.
- On occasions provide counselling, emotional and or practical support and information to service users.
- Ensure FRASAC service delivery meets service user needs.
- Liaise and advocate on behalf of FRASAC and our service users, with external agencies to meet our service users individual and/or group needs.

## **4. Training Provision**

- Take the lead on the development and delivery of Sexual Violence and other relative awareness raising training to other agencies on behalf of FRASAC and to staff and volunteers, and occasionally directors and at events/conferences.

## **5. Relationship Management with Stakeholders and Agencies\***

- Proactively promote and build collaborative working relationships with key partner agencies and stakeholders in pursuance of FRASACs objectives. \*
- Ensure mechanisms of support to staff when representing FRASAC on national and local working groups and multi-agency forums.
- Support the coordination of FRASAC's public and media profile.
- Attend appropriate meetings\* and events on behalf of FRASAC.

(\*to include central, devolved and local government, public sector agencies, voluntary and community organisations, multi-agency partnerships, universities and the private sector)

## **6. Other**

- Hold a full driving licence and have access to a vehicle with insurance cover for business use. This is a requirement of the post holder, applicants who do not meet this criteria will not be shortlisted.
- The post-holder is required to hold membership of the PVG Scheme for children and vulnerable adults.

*This job description cannot cover every issue or task that may arise within the scope of the post.*

*The post-holder will be expected to carry out other duties from time to time which are **broadly consistent with the duties as detailed above***

# FRASAC

## Person Specification

## Service Manager

<b>What FRASAC is Looking For</b>	<b>Essential/ Desirable</b>
<b>Experience, Skills &amp; Knowledge</b>	
<b>Qualifications</b>	
Diploma in Therapeutic Counselling	Essential
<b>People Management</b>	
Skilled in managing people with direct supervisory experience	Essential
Experience of successfully managing change and introducing new ways of working	Essential
Ability to create a supportive and performance focused team	Essential
Good communication skills both written and oral with the ability to express ideas clearly and succinctly	Essential
Experience of developing learning materials and delivering training	Essential
<b>Operational Management and Planning</b>	
Experience of developing, monitoring and evaluating organisational plans	Essential
Experience of developing and delivering services focused on women with experience of sexual violence	Essential
Experience of developing and delivering services for males with experience of sexual violence	Desirable
Experience of developing and delivering services focused on young people with experience of sexual violence	Desirable
Experience at working at a strategic level	Desirable
Experience of budgets and monitoring of resources	Desirable
Knowledge of funding streams and writing funding applications	Desirable
Knowledge of welfare rights	Desirable
Experience of equality and anti-discriminatory policy and practice issues	Essential
Some knowledge of health and safety legislation/requirements	Essential
<b>Services</b>	
Experience of providing emotional and practical support and information to anyone with experience of sexual violence	Essential
Experience of auditing and quality assurance	Desirable
<b>Relationship Management</b>	



Experience of, and able to work positively with, partners and stakeholders	Essential
Experience of external communications e.g. media, publicity	Desirable
<b>Training Provision</b>	
Experience of developing training materials	Essential
Experience of delivering training	Essential
Experience of developing & delivering training on the issues within Sexual Violence	Essential
<b>General</b>	
Knowledge of and commitment to a feminist analysis of sexual violence and the issues affecting women, children and young people who have or are experiencing sexual violence	Essential
Capable of using own initiative and meeting tight deadlines	Essential
Knowledge of Scottish legislation, policy and government strategy related to sexual violence and the wider agenda of violence against women	Essential
Knowledge of local and central government decision making structures and how to influence them	Desirable
<b>Other</b>	
Ability to work flexibly and to attend occasional evening and weekend meetings	Essential
Skilled in use of IT for self-management e.g. Microsoft, excel, email and internet	Essential
Ability to give regular and effective service	Essential
Ability to travel regularly within Fife and occasionally out-with Fife	Essential
Hold a current driving license and have access to a car with business use insurance cover	Essential

Fife Rape and Sexual Assault Centre strives to be an equal opportunities employer and welcomes applications from women from all sectors of the community. Under Schedule 9 of the Equality Act 2010 only women are eligible to apply.

Reg Scottish Charity SC033050

## **Section 8: Policy on the Recruitment of Ex-Offenders**

### **Fife Rape and Sexual Assault Centre (FRASAC)**

#### **Policy on the Recruitment of Ex-offenders and secure handling etc. of Disclosures**

This document does not form part of your contract of employment and may be changed from time to time in line with current best practice and statutory requirements, and to ensure that organisational needs are met. You will be consulted and advised of any changes as far in advance as possible of the change being made, unless the change is required by statute.

#### **Aim of Policy**

The aim of this policy is to state FRASAC's approach towards employing people who have criminal convictions and to ensure consistent and fair practices are implemented in the recruitment of staff and volunteers who have a criminal record to paid/unpaid posts within FRASAC. The policy also sets out our approach to dealing with confidential disclosure information.

FRASAC is committed to equality of opportunity for all job applicants and aims to select people for employment on their individual skills, abilities, experience, knowledge and, where appropriate, qualifications and training. FRASAC will therefore consider ex-offenders for employment on their individual merits. Our approach towards employing ex-offenders differs; however, depending on whether or not the job is exempt from the provisions of the Rehabilitation of Offenders Act 1974 (Please also refer to page 2 for further information).

Having a criminal record will not necessarily debar an individual from working with FRASAC. This will depend on the nature of the position, together with the circumstances and background of the offence(s).

FRASAC will ensure that all of our staff involved in the recruitment process are aware of this policy.

#### **Advertising, Application pack & Interview procedures:**

All applications forms, job adverts, careers literature, web-site and any other appropriate literature will contain a statement that a Disclosure will be requested in the event of the individual being offered the position at FRASAC. Please refer to the Disclosure Scotland section within the policy for further information.

At interview or in a later separate discussion, FRASAC will ensure that an open and measured discussion takes place on the subject of any offences or other matter that might be relevant to the position. Failure to reveal information that is directly relevant to the position applied for could lead to withdrawal of an offer of employment.

When receiving a Disclosure which shows a conviction, FRASAC will take into consideration:

- Whether the conviction is relevant to the position being offered.
- The seriousness of the offence revealed.
- The nature of the offence revealed. Specifically, if a sexual offence is revealed.

FRASAC will contact Disclosure Scotland for further information on the Act under which the offence has been committed. If the offence falls under the Civic Government (Scotland) Act (Section 46) and therefore relates to soliciting, FRASAC will not discriminate against an applicant on these grounds.

- The length of time since the offence took place
- Whether the applicant has a pattern of offending behaviour
- Whether the applicant's circumstances have changes since offending took place

## **Jobs covered by the Rehabilitation of Offenders Act 1974**

FRASAC will not automatically refuse an individual employment because they have a previous criminal conviction.

During job interviews, FRASAC will ask job applicants to disclose any unspent convictions, but will not ask job applicants questions about spent convictions, nor expect them to disclose any spent convictions.

If an applicant has a conviction that is not spent and if the nature of the offence is relevant to the job for which they have applied the selection panel will review the individual circumstances of the case. Depending on the circumstances of the convictions, the interview panel may, at its discretion, decline to select the individual for employment.

If an employee is charged with, or found guilty of a criminal offence during the course of their employment with FRASAC, they will be required to immediately inform their Line Manager. FRASAC will review the circumstances of the case the employee's contract of employment with FRASAC may be terminated in line with the appropriate procedures. (Please refer to the Disciplinary Policy).

In addition, if FRASAC have investigated and concluded that an employee may have behaved in a harmful way towards a person or persons in a vulnerable group, FRASAC will be obliged to report this to Disclosure Scotland.

## **Jobs that are exempt from the Rehabilitation of Offenders Act 1974**

If the vacancy is one of the excluded jobs listed in the Rehabilitation of Offenders Act 1974 (Exclusions and Exceptions) (Scotland) Amendment Order 2015, FRASAC will require the applicant to disclose all convictions, whether spent or unspent unless the conviction is classed as 'Protected' (i.e. minor historical convictions). Even in these circumstances, however, FRASAC will not refuse to employ a particular individual unless the nature of the conviction has some relevance to the job for which the individual has applied.

A full list of convictions that must be disclosed and convictions that should be disclosed subject to rules is available on the Disclosure Scotland website: [www.disclosurescotland.co.uk](http://www.disclosurescotland.co.uk).

Furthermore, if the job is exempt, FRASAC will, once it has selected the person to whom it wishes to offer employment, seek documentary evidence about that person's criminal convictions. The preferred applicant will be required to be a member of the Protecting Vulnerable Groups (PVG) Scheme.

If the successful candidate is already a member of the PVG Scheme, FRASAC will request a 'Scheme Record update' to check their membership and vetting issues after a conditional offer of employment has been made. If the successful candidate is not a member of the PVG Scheme, a conditional offer of employment will be made dependent on them becoming a member of the scheme and having a satisfactory scheme record.

## **Disclosure Scotland Check (PVG Scheme):**

FRASAC complies fully with the Code of Practice, issued by Scottish Ministers, regarding the correct handling, holding and destroying of Disclosure information provided by Disclosure Scotland under Part V of the Police Act 1997 ("the 1997 Act"), for the purposes of assessing applicants' suitability for employment purposes & voluntary positions.

FRASAC also complies fully with the Data Protection Act 1998 and other relevant legislation pertaining to the secure handling, use, storage, retention and disposal of Disclosure information. This policy is available to anyone who wishes to see it on request.

FRASAC will undertake to discuss any matter revealed in a Disclosure with the candidate of that Disclosure before considering withdrawing a conditional offer of employment. Note that FRASAC is only able to discuss what is contained on a Disclosure Certificate and not what may have been sent under separate cover by a police force.

FRASAC will use Disclosure information only for the purpose for which it has been provided, and we will ensure that it is not used or disclosed in a manner or for a purpose incompatible with that purpose.

FRASAC will hold and process personal data only with the express consent of the individual.

FRASAC will notify the individual of any non-obvious use of the data, including further disclosure to a third party, identifying the data controller, the purpose for the processing, and any further relevant information.

### **Data Protection**

FRASAC also complies fully with its obligations under the Data Protection Act 1998 and other relevant legislation pertaining to the safe handling, use, storage, retention and disposal of Disclosure information. This policy is available on request.

### **Storage and Access**

Disclosure information is never kept on an applicant's personnel file and is always kept separately and securely, in lockable, filing cabinet with access strictly controlled and limited to those who are entitled to see it as part of their duties.

### **Handling**

In accordance with section 124 of Police Act 1997 and other related law, Disclosure information is only passed to those who are authorised to receive it in the course of their duties. We maintain a record of all those to whom Disclosures or Disclosure information has been revealed and we recognise that it is a criminal offence to pass this information to anyone who is not entitled to receive it.

### **Usage**

Disclosure information is only used for the specific purpose for which it was requested and for which the applicant's full consent has been given. We will not share disclosure information with a third party unless the subject has given their written consent and has been made aware of the purpose of the sharing.

### **Retention**

FRASAC do not keep Disclosures or Disclosure information for any longer than is required after the recruitment (or any other relevant) decision has been taken. In general, this is no longer than 90 days. This is to allow the resolution of any disputes or complaints. Disclosure information will only be retained for longer than this period in exceptional circumstances which justify longer retention FRASAC will consult with Disclosure Scotland about this. The same conditions relating to secure storage and access will apply during any such period.

FRASAC will not keep any photocopy or other image of the Disclosure or any copy or representation of the contents of a Disclosure. However, notwithstanding the above, we will keep a record of the date of issue of a Disclosure, the name of the subject, the type of Disclosure requested, the position for which the Disclosure was requested, the unique reference number of the Disclosure and the details of the recruitment decision taken.

### **Disposal**

Once the retention period has elapsed, we will ensure that any Disclosure information is immediately destroyed by shredding. FRASAC will ensure that Disclosure information which is awaiting destruction will not be kept in any insecure receptacle (e.g. a waste bin or confidential waste sack).

### **Useful links:**

- Disclosure Scotland Code of Practice: <http://www.disclosurescotland.co.uk/>
- Data Protection Act 1998: <http://www.legislation.gov.uk/ukpga/1998/29/contents>
- Police Act 1997: <http://www.legislation.gov.uk/ukpga/1997/50/contents>

### **Related Policies:**

- Recruitment and Selection
- Equal Opportunities
- Confidentiality
- Adult Protection
- Data Protection
- Disciplinary