



Advocacy Services: Senior Support Worker (28 hours)

Job Description and Person Specification

Title:	Senior Support Worker
Salary:	£29,352 for 28hrs (£36,691 FTE)
Hours:	28 hours per week
Length of post:	This post is funded until 31 March 2025, continuation beyond that date subject to funding
Location:	Edinburgh
Holiday entitlement:	25 days annual leave; 10 days public holiday (pro-rata)
Pension Entitlement:	Employer contribution at 8% to Pensions Trust Flexible Retirement Scheme
Responsible to:	Head of Services
Supervision:	Internal supervision provided every 4-6 weeks. External practice support (supervision) provided at a frequency agreed with your line manager
Training:	Standard training budget (£600 pa) applies

Purpose of the post

The post-holder will lead on the management and development of ERCC's Support and Advocacy project for survivors who have reported to the police, or who are considering making a report. The post-holder will take an approach informed by an understanding of trauma, including complex trauma.

The post-holder will also work alongside ERCC's management team to contribute to the operational and strategic leadership of the organisation.

Main duties include

Management and leadership

1. Lead on the Management and development of ERCC's Advocacy services to ensure responsiveness to survivors' needs, as agreed with the Head of Services.
2. Provide high quality line management to staff and volunteers, including: support and supervision, oversee caseloads and allocated tasks, and ensure record-keeping and monitoring and evaluation are up-to-date.
3. Use appropriate workload management techniques and ensure work is delegated effectively to staff.
4. Work with the Head of Services to ensure delivery of Advocacy support services adhere to Rape Crisis Service Standards, relevant legislation and organisational policies.
5. Model a resilient approach to working in the service demonstrating a clear understanding of the importance of and commitment to self-care and boundary setting.
6. Deputise for the Head of Services when required, including provision of management cover and responsibility for safeguarding.
7. Work with the management team to conduct a regular review of ERCC's services against the identified service outcomes and targets.
8. Providing evening management cover on a rota basis with other members of the Senior Team.

Working with survivors

9. Provide face-to-face advocacy support sessions as required to survivors of sexual violence. Provide support through other communication methods e.g. email / phone / video call / text.

Working with others

10. Work closely with the National Advocacy Project Co-ordinator, at Rape Crisis Scotland, to ensure the ERCC project aligns with the National project outcomes.

11. Establish and maintain effective working relationships with staff from other agencies including, in particular, Police Scotland and the Crown Office, to ensure the holistic needs of survivors are met.
12. Promote effective partnership working with key stakeholders, including participation at relevant multi-agency / strategic partnerships.
13. Raise awareness of issues around sexual violence through training inputs, promotional events, talks etc.

Working effectively and safely

14. Attend internal training and practice development sessions.
15. Ensure adherence to all relevant legislation and organisational policies including child and adult protection procedures, health and safety and lone working.
16. Work in accordance with ERCC's policy on equality and diversity.

Recording, reporting, monitoring and evaluating

17. Ensuring that accurate records of Advocacy support is logged on the OASIS data management system
18. Contributing data to allow ERCC to monitor and evaluate its services- including use of the OASIS data management system.
19. Contribute to the writing of applications and reports for funders and ERCC's Board of Directors.

This job description is not exhaustive and, following consultation, the post holder may be required to fulfil other responsibilities and tasks or cease any of the tasks given above.

Person Specification

Criteria	Essential	Desirable
Understanding of issues related to sexual violence	<ul style="list-style-type: none"> • Able to clearly articulate a feminist analysis of gender inequality and sexual violence. • Understanding of the gendered dynamics and broad ranging of impacts of sexual violence, including rape, sexual assault, child sexual abuse and commercial sexual exploitation. 	<ul style="list-style-type: none"> • Able to demonstrate a commitment to tackling men's violence against women and children
Values	<ul style="list-style-type: none"> • Ability to articulate understanding of intersectional feminism. • Evidence of strong commitment to anti-racism, equality and diversity and anti-discriminatory practice. • Demonstrable commitment to ERCC organisational Values: Loving, Empowering, Inclusive, Accountable, Brave. 	
Management and leadership	<ul style="list-style-type: none"> • Demonstrable experience of managing, supporting and supervising staff and / or volunteers. • Demonstrate a resilient approach, adopting and modelling strategies for managing workload, maintaining appropriate boundaries and promoting self-care. • Experience in, and knowledge of service planning and development and monitoring. 	<ul style="list-style-type: none"> • Experience of promoting and sustaining volunteering within an organisation. • Experience of managing an Advocacy team / service.
Working with survivors	<ul style="list-style-type: none"> • Experience of providing support for survivors of sexual violence using a trauma-informed and survivor-centred approach. • Knowledge of the Scottish criminal justice system, including reporting to the police and the legal system. 	<ul style="list-style-type: none"> • Experience of delivering outreach support. • Qualification in counselling / psychotherapy or equivalent at diploma level or above.

Working with others	<ul style="list-style-type: none"> • Ability to work collaboratively with key stakeholders to represent and promote ERCC and improve responses to survivors or sexual violence. • Ability to work effectively as part of a team, and provide leadership when required. 	<ul style="list-style-type: none"> • Experience of chairing meetings and / or facilitating working groups.
Working effectively and safely	<ul style="list-style-type: none"> • Ability to work according to relevant legislation, policy and procedures in support work, and to ensure others work in accordance with these. • Understanding of relevant legislation (vulnerable adults, child protection, sexual offences, adults with incapacity). 	<ul style="list-style-type: none"> • Relevant training in these legislative areas.
Recording, reporting, monitoring and evaluating	<ul style="list-style-type: none"> • Ability to ensure effective operation of systems for recording and reporting in relation to the Advocacy service, in accordance with ERCC data protection policy. 	<ul style="list-style-type: none"> • Experience of writing applications and reports to funders. • Experience of developing and maintaining advocacy monitoring and evaluation frameworks
Using IT and systems	<ul style="list-style-type: none"> • Competent Microsoft user (Outlook, Excel, PowerPoint and Word). 	<ul style="list-style-type: none"> • Familiarity with using online case management / outcomes recording systems (e.g. OASIS, I-ROC, Better Futures etc).
Other Skills and Experience	<ul style="list-style-type: none"> • Able to work flexibly (including evenings and occasional weekends) to meet the needs of ERCC. 	<ul style="list-style-type: none"> • Fluent in a community language