Dear Applicant,

**support**

**Vacancy: Head of Services**

Thank you very much for your interest in working with Forth Valley Rape Crisis

I am enclosing:

* background information
* job description
* person specification
* application form
* equal opportunities monitoring form online link

Further information about Forth Valley Rape Crisis is available at [www.forthvalleyrapecrisis.org.uk](http://www.forthvalleyrapecrisis.org.uk) and about Rape Crisis Scotland and the work of Member Centres at [www.rapecrisisscotland.org.uk](http://www.rapecrisisscotland.org.uk)

Please note that the deadline for completed applications is Monday 29th September 2025. Interviews will be held on Tuesday 7th October.

\***Please note that we do not accept** **CVs**\*. The full application form should be completed and emailed to recruitment@forthvalleyrapecrisis.org.uk The completed equal opportunities monitoring form should be completed online at https://forms.office.com/e/GE2GDp8WvT

FVRCC strives to be an Equal Opportunities Employer and positively welcomes applications from all sections of the community; however, this post is exempt from the Rehabilitation of Offenders Act, and females only need apply under the Equality Act 2010 Schedule 9.

We look forward to receiving your application. In the meantime, if you have any queries, please get in touch via email on recruitment@forthvalleyrapecrisis.org.uk

Best wishes,

Angela Barron

CEO

**Background Information:**

**Forth Valley Rape Crisis**

Forth Valley Rape Crisis (FVRCC) established in 2016, is part of the national network of 17 Rape Crisis Centres who are members of Rape Crisis Scotland and adhere to the RCS National Service Standards.

You can find out more about our service by watching our video [Forth Valley Rape Crisis](https://youtu.be/jnY0uJBvGyg)

More information about the wide range of work undertaken by Rape Crisis Scotland Centre’s across the country can be found at [www.rapecrisisscotland.org.uk](http://www.rapecrisisscotland.org.uk)

The work of Forth Valley Rape Crisis:

* Provides trauma informed therapeutic support 1:1 support to people of all genders aged 13+ as well as their friends, family, partners and workers.
* Provide justice advocacy support to those considering, or who are engaging with the criminal justice process. You can read more about the NAP here <https://www.rapecrisisscotland.org.uk/national-advocacy-project/>
* Delivering prevention workshops and engaging with young people across schools and youth settings in Forth Valley Rape Crisis as part of the Rape Crisis Scotland National Prevention Programme. [Prevention | Rape Crisis Scotland](https://www.rapecrisisscotland.org.uk/prevention/)
* We work in partnership with other key stakeholders such as local police, local authorities and schools to improve understanding and provision of gender-based violence and trauma informed responses to survivors of sexual violence.

**Beliefs and Values**

**Core beliefs**

We believe that:

* sexual violence is both a cause and a consequence of inequality amongst genders. It is the result of harmful ideas about gender which influence all parts of society, from personal relationships to institutional responses
* we live in a society where dominant ideas about gender limit the freedom and rights of women, children and LGBTQ+ people and perpetuate negative stereotypes of masculinity for men
* many of the societal inequalities that exist amongst genders result from sexual violence, for example, disruption to education, limited access to housing or negative impacts on mental health
* sexual violence is often perpetrated as a form of hate crime where a person experiences violence as an attack on their identity. For example, it is often perpetrated as a form of homophobic or transphobic abuse
* gender based violence requires an evidence-based, gender-specific response
* survivors are the experts in their own experience, and we will support them to exercise control and direction of their own lives

**Our Values**

**Kindness**

We recognise the importance of kindness and humanity in creating a warm, supportive and welcoming environment in the Centre itself, and for building strong relationships amongst staff, survivors, volunteers and trustees. FVRCC should be somewhere that feels good to be. We believe that kindness can improve resilience, strengthen the ability to withstand stress and challenges, and can contribute to positive, creative solutions. This means that we will:

* make space and time for "softer" values and activities, such as thera-pets, gardening and self-care workshops
* we see our employees as people first, and seek to understand and take account of personal circumstances and challenges
* recognise the impact that working with trauma has on people, and ensure that effective support arrangements are both put in place and used
* proactively recognise, monitor and, where possible, remove barriers to our services and to our governance

**Innovation**

We have the freedom to dream, and to imagine without boundaries the changes we want, to be creative, and to plan how to achieve those changes within the context of our current environment and values. This means that we will:

* welcome and create the space for creative and innovative thinking
* understand and pursue the needs of survivors, and develop innovative practice
* accept the risk that some things may fail, ensure that we learn from both success and failure, and build evidence
* listen to and respect the ideas and opinions of others
* create and maintain a learning culture, and invest in skills and development of staff, volunteers and trustees, building the capacity of the organisation
* be open minded, and consider the best ways to achieve objectives rather than simply following accepted wisdom or practices

**Survivor- centred**

Survivors and survivors' needs are at the heart of our thinking, planning and practice. We will:

* listen to survivors voices and ensure they are represented at all levels of the

organisation

* create an environment in which survivors can flourish and are empowered
* ensure that survivors views and ideas guide and shape our campaigning, decisions and service development.

**Diversity and representation**

We are committed to improving diversity and representation as we recruit staff, volunteers and trustees, and to identifying and reducing the barriers to access for services. We will:

* support the participation and representation of different ethnic and racial identities, people with disabilities, age, sexual orientation and gender identity and the communities (urban and rural) of Forth Valley.
* proactively advertise and publicise opportunities and events across a broad range of organisations, communities, and websites
* record progress through skills and governance audits, equal opportunities monitoring and gathering feedback from volunteers, survivors and participants!

**Transparency**

We will all be as open and participative as possible, within the limitations of confidentiality and personal safety. We will:

* ensure that the survivors we support understand the nature of and limitations to confidentiality agreements.
* have a fair, transparent and accessible complaints process

**Our pledge**

We will ensure that our core beliefs and values are at the heart of our governance, decision-making, campaigning and the development of our practice and our services.

**FORTH VALLEY RAPE CRISIS CENTRE JOB DESCRIPTION and PERSON SPECIFICATION**

**TITLE**: Head of Services

**HOURS**: Full time

**SALARY**: £39,270

**LENGTH OF POST:**  Permanent

**LOCATION:**  Stirling, with some travel throughout Scotland

**PENSION ENTITLEMENT**: 6%

**ANNUAL LEAVE ENTITLEMENT**: 42 days inclusive of public holiday

**RESPONSIBLE TO**: CEO

**Purpose of the post:**

As our lead practitioner, the Head of Services is responsible for the management, design and delivery of our therapeutic support service and training offers, and for managing the delivery of our criminal justice advocacy and prevention programmes. Delivering a quality and responsive service for survivors of sexual violence requires the post holder to keep survivors at the centre of everything she does and to ensure the team of practitioners are appropriately trained, skilled, inspired and supported to do so. The Head of Service is a member of the Senior Management team and will contribute through her operational and practice expertise and experience to the organisational vision, mission and strategy, which informs the operational action plans and individual development plans of her team.

**Summary of main responsibilities and activities**

**Rape Crisis Services: Operational and Quality Management**

• Be the centre’s lead practitioner with responsibility for ensuring the co-ordination and delivery of services to individuals aged 13 and over who have experienced sexual violence

• Develop and implement relevant policies and processes for the organisation as required

• Maintaining, reviewing and complying with the Rape Crisis National Service Standards and Best Practice Model’s Ethos and Values and ensuring the service meets agreed Scottish Government and funders’ objectives/outcomes

• Leading the development and delivery of practice handbooks

• Developing and delivering a framework for practice supervision

• Liaising with external practice supervisors, ensuring their adherence to FVRCC practice standards

• Reporting to the Board on the delivery of practice and compliance with standards

**Financial Monitoring and Support**

• Operate the service within the agreed budgets, working closely with the CEO to support budget setting, forecasting, and the preparation of financial statements

• Collaborate as a member of the senior management team to ensure financial requirements are met and assist in providing necessary information for budgeting and financial planning

• Supporting the financial performance, systems and reporting

• Preparing operational reports for the board

• Attending and actively contributing to board sub-committees

**Building and Space Management**

• Oversee the creation and maintenance of trauma-informed spaces for the delivery of services, ensuring the environment is conducive to the well-being of survivors

• Support the Centre Coordinator in the management and operation of the building and facilities

**Ensure the Provision of Support to Survivors**

• To foster a culture which enables sensitive, safe and responsive emotional support and advocacy to survivors, their families and friends

• To lead the organisation’s safeguarding in relation to child protection, vulnerable adult protection and suicide risk

• To organise staff to maximise their effectiveness in supporting survivors

• To provide or access suitable training for staff development

• To directly provide back-up support to survivors

• Carry a small caseload of survivors; attending to any needs arising from support sessions (e.g. liaise with others, onward referrals, signposting)

• Participating in external practice supervision; reflect on practice and keeping up to date on new developments on practice

• Developing and delivering mechanisms for survivor consultation and involvement and working with the CEO to ensure service user involvement informs the development of the service.

• Monitoring the referral processes and identifying gaps in services

**Supervision and Support**

• Ensure effective communication for all staff and volunteers

• Provide regular and structured support and supervision to staff and student counsellors

• Supporting the senior counsellor to monitor staff caseloads to ensure fair distribution

• Work with the senior counsellor to monitor staff health and well-being

• Facilitating and coordinating appropriate student placements

• Keeping accurate and up-to-date records in line with GDPR and FVRCC data protection policy

**Development**

• Ensure service user involvement informs the development of the service

• Ensure that evaluation and outcomes monitoring feeds into the development of the service

• Attend Rape Crisis Scotland database training and manager meetings

• Collect and submit statistics for the service in preparation for any monitoring, evaluation and reporting processes

• Responsible for the development of FVRCC training programmes and upskill team members to assist in delivering these externally

• Leading the innovation and development of services, ensuring they remain relevant, evidence-based, and responsive to the evolving needs of clients and stakeholders

• Developing and implementing training and continuing professional development programmes to ensure appropriate skills for service provision

• Maintaining the record keeping systems such as Oasis, Human Resource , Health and Safety

**Multi-Agency Working**

• Represent the organisation at relevant working groups and forums

• Develop and maintain positive relationships with appropriate statutory and voluntary bodies

• Deliver training to local partnerships

• Collaborating with partner organisations in sharing best practice and the development of practice guidelines

• Any other relevant duties as required and work with other staff /participate in day-to-day tasks in running the centre

**Person Specification: Head of Service**

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| **Criteria** | **Essential** | **Desirable** |
| Experience | Experience of managing servicesExperience of providing support and supervision to staff Experience of implementing policies and proceduresExperience of supporting survivors of sexual violenceExperience in delivering talks and training | Experience of third sector managementExperience of budget setting and financial managementExperience of working in partnership with a range of statutory and voluntary organisations |
| Knowledge and Understanding | Understanding of a gendered analysis of gender-based violence Understanding the intersectional nature of supporting survivors of all gendersUnderstanding of the impact of sexual violence and traumaUnderstanding of relevant employment policy and legislation Understanding of developing service user involvement | Knowledge of rape crisis movement in ScotlandUnderstanding of the Criminal Justice system as it relates to gender-based violence Understanding of the factors that may help or hinder reporting or disclosureKnowledge of Scottish legislation, policy and government strategy in relation to rape and sexual violence |
| Skills and Abilities | Strong communication skills both written and oralAbility to communicate confidently and persuasively with a variety of groups, organisations and agenciesExcellent organisational and analytical skillsStrong communication skills both written and oralAbility to communicate confidently and persuasively with a variety of groups, organisations and agenciesExcellent organisational and analytical skillsAbility to manage, support and motivate staffAble to organise and prioritise workloadGood IT MS Office skills Capable of using own initiative and meeting tight deadlinesMonitoring, data analysis and evaluation skillsInfluencing skills  | Strategic positioning: ability to understand, respond to and influence the environment in which FVRCC is operatingSkilled in negotiation and developing relationships with partner agenciesFinancial management skills |
| Qualifications | Have attended RCS training or equivalent, to understand and respond to survivors’ experiences of sexual violence and ensure ability to understand and support staff.Qualification in counselling/psychotherapy at diploma level. Hold a recognised membership of a relevant professional body (e.g. BACP, COSCA).  | Qualification in clinical supervisionAccreditation in counselling/psychotherapy |
| Other | Commitment to equality, diversity and anti-discriminatory practiceAbility to work flexibly and to do evening/weekend work as required |  |

**Application to Forth Valley Rape Crisis Centre**

**for the post of Head of Service**

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| Section 1: Personal details |
| Surname: | First name: |
| Address: | Tel (home): |
| Tel (mobile): |
| Tel (work):May we contact you at work? yes/no |
| Postcode: | Email address: |
| Do you have any particular requirements to facilitate your access to interview, or relevant to the job, which we need to know about? | YES NO |
| If yes, please give details: |  |
| Do you have a driving license and access to a car? (Desirable but not essential) |  |
| Where did you hear about this post? |  |

If completing this form electronically, please add a scanned signature.

Signed ­­­­­­­­­­­­­­­­­­­­­­­­­­­­­­­­­­­­\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ Date \_\_\_\_\_\_\_\_\_

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| Declaration |
| I certify that all the information contained in this form and any attachments is true and correct to the best of my knowledge. Offers of employment will be subject to satisfactory references, a PVG check and compliance with UK working restrictions. I realise that false information or omissions may lead to dismissal without notice.Signature: (Electronic or scanned will suffice)Date:  |

THIS SHEET WILL BE DETACHED FOR SHORTLISTING

Office use only / Reference number……….

Office use only / Reference number……….

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| Section 2: Qualifications and training(Only enter those qualifications and/or training necessary or relevant to the job) |
| Qualification and/or training | Subject | Date |
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| Section 3: Present employer |
| Name and address of employer: | Date commenced employment: |
| Job title:  | Notice required: | Current salary: |
| Brief description of your main duties and responsibilities, with an emphasis, where possible, on those areas most relevant to the job applied for:   |
| Section 4: Previous employment (list in order, with most recent employer first) |
| Please list all your previous employment, detailing any gaps between employments with reasons (continue on a separate sheet if necessary). |
| Dates | Name and address of employer | Job title and nature of work | Reason for leaving |
| FromDD/MM/YY | ToDD/MM/YY |
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| Section 5: Relevant skills, experience and abilities |
| With reference to the job description and person specification, please outline how your work experience (including unpaid work) training, skills and abilities would enable you to carry out the duties of this post. Please include any information which you feel is relevant, paying specific attention to each Essential and Desirable points in the person specification as scoring and shortlisting will be based on your answering each point. Shortlisting will be based on the information given in this application so please be explicit and give specific examples from your own practice where helpful. Giving consideration to the personal qualities identified in the job specification, please also tell us why you are applying for this position and why you believe you are the best candidate for this role. Do not include a CV as this will not be considered. |
|   |
| Section 6: References |
| FVRC requires a minimum of 2 employment references to cover a three-year period – if necessary, please provide further referees covering the last 3 years. |
| Reference 1: Current / most recent employer |
| Name:  | Position:  | Tel no:  |
| Company name: | Email: Address: |
| May we, with discretion, contact your employer to discuss this reference:Yes |
| Reference 2: Previous employer / supervisor |
| Name:  | Position: | Tel no: |
| Company name: | Email:Address: |
| May we, with discretion, contact your previous employer to discuss this reference: |
| Reference 3: Previous employer / supervisor |
| Name:  | Position:  | Tel no:  |
| Company name: | Email:Address: |
| May we, with discretion, contact your previous employer to discuss this reference:Yes |

Applications will be retained for a 6-month period following the deadline and the successful applicant’s data will be dealt with in line with our GDPR and HR policies.