



Role profile for	Head of Young People and Students
Salary	£39,039
Hours	35 hours per week
Location	Edinburgh
Responsible to	Senior Management Team
Benefits	• <u>Holiday entitlement</u>: 25 days annual leave; 10 days public holiday (pro rata) • <u>Pension entitlement</u>: Employer contribution at 8% to Pensions Trust Flexible Retirement Scheme
Supervision and Training	• <u>Supervision</u>: Internal supervision provided every 4-6 weeks. External clinical supervision provided at a frequency agreed with your line manager • <u>Training</u>: Standard training budget (£600) applies to this post

ERCC operates under a Schedule 9, Part 1 exemption of the Equality Act 2010, which means that all our roles require staff to fall within the legal definition of a woman.

Role purpose

The Head of Young People and Students Service is responsible for ensuring that survivors of sexual violence in Edinburgh and the Lothians accessing the Young People and Students Service receive high-quality, trauma-informed, survivor-centred counselling and support. This includes overseeing frontline staff, ensuring services align with the National Rape Crisis Service Standards, and fostering a supportive working environment.

The role requires strong leadership, service development, and operational management skills.

The post-holder will work closely with the Senior Management Team to develop and implement ERCC's service delivery plan for Young People and Students services, ensuring effective processes, trauma-informed service design, and staff well-being.

Key responsibilities

Leadership and management

- Provide high-quality line management to staff, including support, supervision, and performance management.
- Oversee the work of all staff working in the Young People and Students Service including schools work, 12-25 service and Sycamore for children engaged in the justice system.
- Ensure all operational service delivery processes are implemented effectively.
- Foster a resilient and supportive work culture, demonstrating self-care and boundary-setting.
- Represent ERCC in multi-agency and strategic partnerships.

Service delivery and development

- Be the named Safeguarding Officer for ERCC working alongside the Head of Adult Service.
- Contribute towards the development of ERCC's service delivery plan.
- Ensure all aspects of Young People and Students services delivery align with ERCC's service delivery plan and comply with relevant policies and standards including National Rape Crisis Service Standards.
- Monitor service effectiveness, ensuring compliance with legal and policy requirements such as child and adult protection.
- Support staff in developing their practice through training, supervision, and reflective learning.
- Work with the Senior Management Team to assess service demand and develop appropriate responses.
- Develop and implement policies and processes for service improvement.

Survivor support

- Ensure the provision of trauma-informed, survivor-centred support services.
- Offer occasional direct support to survivors, including face-to-face, phone, and online support as needed.
- Oversee staff in conducting survivor assessments and case management.
- Manage complaints within the Young People and Students Service as required

Monitoring and reporting

- Ensure accurate record-keeping and monitoring for compliance and evaluation.
 - Contribute to funding applications and reporting to ERCC's Board and funders.
 - Provide operational information to support financial planning.
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PERSON SPECIFICATION

KEY COMPETENCIES	Essential	Desirable
Understanding of issues related to sexual violence	• Able to articulate a feminist analysis of gender inequality and sexual violence. • Qualification in counselling / psychotherapy at diploma level or above or equivalent. • Qualification / specialist training working with young people and families. • Qualification/Experience in Supervision or equivalent • Understanding of how trauma affects a family system. • Understanding of the gendered dynamics and broad-ranging of impacts of sexual violence, including rape, sexual assault, child sexual abuse and commercial sexual exploitation. • Able to articulate a trauma-informed approach, including in relation to complex trauma. • Experience of providing individual counselling and/or support for survivors of sexual violence using a trauma-informed and survivor-centred approach.	• Able to demonstrate a commitment to tackling men's violence against women and children. • Knowledge of the criminal justice system, including reporting to the police and the legal system. • Experience of working with family systems and trauma. • Experience of working with young people who are survivors of childhood sexual abuse, and their families.

KEY COMPETENCIES	Essential	Desirable
Management and leadership	• Demonstrable experience of managing and supervising staff and / or volunteers providing frontline support to people affected by trauma. • Clear understanding of management, leadership and supporting frontline staff. • Experience in and knowledge of service planning and development. • Experience in and knowledge of service design and process management, including developing procedures and protocols for service delivery. • Able to demonstrate a resilient approach, adopting and modelling strategies for managing workload, maintaining appropriate boundaries and promoting self-care.	• Relevant management qualification eg SVQ 4 Leadership and Management for Care Services (LMCS). • Experience of promoting and sustaining volunteering within an organisation. • Experience of writing funding applications.
Working with others	• 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. • Experience of chairing meetings and/or facilitating working groups.	

KEY COMPETENCIES	Essential	Desirable
Working effectively and safely	• Specialist and recognised qualification in safeguarding. • Demonstrable experience and knowledge in risk management, safeguarding, knowledge of crisis support options such as MARAC, SCIM etc. • Ability to work according to relevant legislation, policy and procedures in support work especially for Young People and Students, and to ensure others work in accordance with these. • Understanding of relevant legislation (vulnerable adults, child protection, sexual offences, adults with incapacity). • Clear commitment to equality and diversity, and anti-discriminatory practice.	• Relevant training in these legislative areas.
Recording, reporting, monitoring and evaluating	• Ability to ensure effective operation of systems for recording and reporting in relation to service delivery, in accordance with ERCC data protection policies. • Knowledge of relevant monitoring and evaluation systems and commitment to ensuring their effective operation.	• Experience of writing funding reports.
Using IT and systems	• Competent Microsoft user (Outlook, Excel, PowerPoint and Word).	• Familiarity with using online case management / outcomes recording systems (eg OASIS, I-ROC, Better Futures etc).