

RASASH Application Pack

How to Apply

Thank you for your interest in the post of **Support Line Liaison (21 hours per week)**. You will find information about the role, RASASH, our values, and how to apply in this pack.

Applications should be submitted using our online form found [here](#). The online application requires you to upload your CV and a supporting statement, demonstrating how you meet the requirements outlined in the job description and person specification.

We will consider paid/unpaid work, volunteering, and life or community experience. We also welcome applications from women who meet the criteria but do not have formal qualifications.

Deadline to apply: 9am Monday 9 August 2026 (may close earlier)
Provisional interview dates: week beginning 17 August (in Inverness or via Teams)

The vacancy may close earlier than advertised should we successfully recruit a suitable candidate before the deadline. Interested candidates are therefore encouraged to apply as soon as possible. Due to the volume of applications, only shortlisted candidates will be contacted.

RASASH is committed to developing a workforce that is dynamic and inclusive, where women of all backgrounds have an opportunity to contribute to the work we do. We welcome applications from women of all backgrounds and identities, in particular women of colour and those under-represented in the workforce. It is our aim that everyone working with us feels welcome, valued, and respected. We value diversity and celebrate the different perspectives and contributions this brings to our centre.

To support RASASH in our commitment to diversity and equality, we encourage applicants to complete our [online Equal Opportunities form](#). Filling out the form is voluntary and any information you provide is confidential.

Please note only women need apply under Schedule 9, Part 1 of the Equality Act 2010. A PVG Disclosure check will be required prior to commencing employment.

We are keen to ensure an accessible recruitment process; if you have any issues accessing this pack or application form, please contact recruitment@rasash.org.uk.

Our recruitment process is carried out in accordance with the Data Protection Act 2018. For full details on how your information will be used, please see our [Privacy Notice](#).

Rape and Sexual Abuse Service Highland (RASASH) is a charitable organisation, a SCIO set up in 2014, based in Inverness and a member of the Rape Crisis Scotland network.

RASASH provides support, information, and advocacy for anyone living in Highland (aged 13+) affected by sexual violence. We also develop and deliver training and workshops to schools, youth groups, and professionals on a range of topics related to sexual violence and gender equality. This, alongside our youth-led campaigning, is part of our work aiming to change societal attitudes which contribute to sexual violence.

RASASH is an intersectional-feminist organisation. This means that we recognise the compounding inequalities and discrimination that survivors, staff, and volunteers may experience, and seek to reflect this in our service provision and broader work. We are survivor-led, which means that our operations are informed by survivors, and we are accountable first and foremost to them. We are pro-choice & trans-inclusive.

We are also committed to providing a supportive and empowering environment for our staff, creating an environment where we can inspire each other and allow each other to thrive, and working together collaboratively to achieve our collective goals. We believe in continuous learning and reflection, welcoming feedback on how we can improve.

RASASH was set up to:

- Provide accessible, appropriate, and high quality emotional and practical support, information and advocacy for survivors, their non-abusing partners, family, and friends.
- Work towards the prevention and elimination of sexual violence, supporting societal change by raising awareness, challenging myths, and campaigning.
- Work with others to improve the way society, organisations and agencies respond to survivors of sexual violence.

Our core values underpin everything that we do. We believe that:

- Anyone affected by sexual violence, irrespective of their gender, should have access to free, confidential, non-judgemental, and specialist support;
- Survivors are experts in their own experience, and our role is to support them to exercise control and direction of their own lives;
- Sexual violence is preventable. Everyone has a role to play in creating a society that stands in solidarity with survivors and stands against sexual violence.

RASASH is a women-led organisation, governed by a Board of six active and committed Trustees. The team consists of 26 staff. We welcome discussions at interview on flexible working arrangements, including job-share options.

The Role

Job title:	Support Line Liaison	Reports to:	Support Line Team Lead
Hours:	21 hours (set hours) 12:30–17:30 on Mondays, Wednesdays, & Fridays. All day Thursdays.	Length of appointment:	Until 31 March 2028 (extension subject to continued funding)
Annual Salary:	£19,277.03 pro-rata (Full-time equivalent £32,128.39 p.a.)	Pension Contribution:	An employer's contribution of 6% is payable after successful completion of a 6-month probationary period
Location:	Hybrid Inverness office & home working	Holiday entitlement:	28 days including public holidays (7 weeks)

Purpose of the Post

To support the effective delivery of RASASH's support line service. The post-holder will be a first point of contact for survivors contacting the support line, providing emotional support, information, and referral into RASASH's therapeutic and advocacy services. The Support Line Liaison will play a crucial role in supporting effective and timely referral and allocation to keep waiting times to a minimum.

Summary of Main Responsibilities

SERVICE DELIVERY

- Covering support line shifts to answer and respond to phone calls, text, email, and check-ins from survivors, friends and families, and agencies.
- Provide information, emotional support, and signposting for survivors age 13+ from a variety of backgrounds and situations, including those who have complex needs.
- Provide effective and timely referral from the point of contact to allocation. This includes conducting initial referral discussions with survivors, recording data, and supporting with allocation processes (e.g. maintaining waiting lists, booking sessions, monitoring referrals, and participation in case discussion and allocation meetings).

- Record all information pertaining to RASASH's support line service accurately, appropriately and in line with Data Protection, including equalities monitoring data, service-user feedback, and survivor notes.
- Implement relevant monitoring and evaluation systems which capture both qualitative and quantitative information from all aspects of the service, including service-user engagement.
- Support the Team Lead to review, analyse, and report on service data, including maintaining accurate and appropriate retention of survivor records in line with RASASH's data protection policies.

TEAMWORK & DEVELOPMENT

- Work alongside and collaborate with colleagues to support a positive, diverse, and inclusive work environment that embodies RASASH's feminist values and mission.
- Support the implementation of RCS National Service Standards and RASASH Service Standards, participating and contributing to service development discussions to ensure we effectively meet the needs of survivors and deliver an inclusive, accessible, and equitable service.
- Participate in supervision, case discussion, and reflective practice as well as undertake regular training to ensure knowledge, learning, and practice are up to date.
- Support with delivering induction and refresher training for staff, including support line volunteers.
- Contribute to the development and adhere to RASASH's policies, processes, and procedures, ensuring that all activities comply with current legislation (e.g. health and safety, safeguarding etc.)

OTHER

- Support with ad hoc projects and initiatives that seek to develop and grow the service.
- Contribute to RASASH's social media, newsletter, and website communications as requested.
- Any other duties that are relevant to the post and agreed with the Support Line Team Lead.

Person Specification

Criteria	Essential	Desirable
Knowledge & Understanding	A. Commitment to feminist values and strong feminist understanding of sexual violence and its impacts. B. Understanding of the impact of rape and sexual abuse on survivors. C. Commitment to working with a person-centred approach.	1. Understanding of effective and appropriate emotional support methods, practices, and tools.
Experience	D. Experience in providing emotional and/or practical support to people affected by trauma. E. Experience working with databases, digital communication channels, and Microsoft packages. F. Experience of working in a team.	2. Experience supporting individuals dealing with acute distress, anxiety, self-harm and/or suicidal intention. 3. Evidence of working/volunteering on a support or helpline.
Skills & abilities	G. Organised, self-sufficient, and professional worker. H. Excellent communication and interpersonal skills. I. Possess excellent working knowledge of standard office packages, IT software, and databases. J. Demonstrates a resilient approach to the workplace, with clear strategies for managing self.	
Qualifications		4. Degree or qualification in a relevant area 5. Rape Crisis Scotland training or equivalent