



Job Description

Title:	ISVA Coordinator
Hours of work:	Full time - 37.5 hours per week
Salary:	£26,761 - £28,966
Contract:	Permanent

This post is restricted to female applicants only and is exempt under Schedule 9, part 1 of the Equality Act 2010.

This role is a permanent position, full time at 5 days a week.

It is expected that all RSACC employees will be fully committed to the aims and objectives of RSACC and conduct themselves within the ethos of RSACC at all times.

Overview of Role

The ISVA Coordinator is responsible for coordinating access to RSACC's Independent Sexual Violence Adviser services, providing a compassionate, trauma-informed first point of contact for individuals seeking support with the criminal justice process.

The post holder will undertake comprehensive initial assessments, identify presenting needs and risk, determine appropriate support pathways, and coordinate timely access to the ISVA service. The role requires sound professional judgement, excellent communication skills, and experience of working directly with individuals affected by trauma and abuse.

Key responsibilities will include:

- Managing the referral process for new clients
- Delivering 'check-in' support for clients
- Providing administrative support and co-ordination to the ISVA service

The post holder will complete accredited ISVA training if the post holder does not already have this qualification.

The role will sit within the ISVA service and be managed by the ISVA service manager.

Specific Duties

Assessment, Triage and Access to Services

- Be first point of contact for all new ISVA referrals, processing new referrals within 3 days.
- Complete initial risk assessments and on-boarding processes with all new ISVA referral.
- Allocate new referrals into the appropriate level of support and manage a handover to the allocated member of staff.
- Manage contact with referring organisations to ensure a smooth referral process, including the police, victim services and SARC
- Identify and escalate any safeguarding concerns to the appropriate member of staff

Client Engagement and Support

- Deliver short 'check-in' calls to clients who are not receiving active ISVA support, because they have no immediate or urgent needs, to provide low-level wellbeing support, troubleshooting and on-going risk assessment of needs
- Co-ordinate the delivery of information webinars, offered to all ISVA clients.
- Co-ordinate the delivery of a mailing list, offered to all ISVA clients.
- Identify and escalate clients who may need to be referred to a higher level of support.
- Manage incoming calls and queries from clients and allocate actions as needed.

ISVA Service Coordination;

- Work with the ISVA service manager to support the delivery of the ISVA service
- Work with the wider RSACC team to co-ordinate the delivery of other RSACC services as needed, including Group support and Therapeutic Support
- Support the smooth delivery of support by maintaining the internal database (DPMS) and other internal system, ensuring a positive client experience

General;

- Be familiar with all aspects of the work of RSACC.
- Work flexibly as a member of the team and be responsive to changing needs.
- Be willing to undertake relevant training as required.
- Work within the policies and procedures of RSACC and demonstrate a commitment to the values and ethos of the centre.

- Maintain agreed levels of confidentiality.
- Undertake any other duties that fall within the nature of the role and responsibilities of the post holder.

DBS and Police Vetting

Please note that candidates will be required to complete a DBS check, and to complete Durham Constabulary's vetting process, in order to work independently in police stations. Please also note that this role will require regularly working from police stations and travel to support outreach work.

Benefits

To ensure we are able to recognise staff effort and expertise, retain their skills and support their wellbeing RSACC offers a number of non monetary benefits to staff. These include;

- Employee Assistance Programme including access to counselling
- Paid annual wellbeing day
- Clinical supervisions
- Access to specialist sexual violence counselling
- Flexible working
- Remote working
- Enhanced holiday allowance
- Enhanced sick pay
- Enhanced parental leave pay
- Special and Compassionate leave
- Enhanced employer pension contribution of 6%

How to Apply

To apply, please complete the application form and submit to recruitment@rsacc-thecentre.org.uk by 12pm on Monday 3rd August. Interviews will take place August 10th - 14th 2026.

For more information about the role or the recruitment process, please contact Hannah, the ISVA Manager, at hannah@rsacc-thecentre.org.uk.