

Job Description

Title:	Therapeutic Coordinator
Hours:	30 hours or 22.5 hours
Salary:	£26,761 - £28,966 (pro rata)
Contract:	Permanent

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

There are two roles available, one for 30 hours/ weeks and the other for 22.5 hours/week.

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

Overview of the role

The Therapeutic Coordinator is responsible for coordinating access to RSACC's therapeutic support services, providing a compassionate, trauma-informed first point of contact for individuals seeking emotional and therapeutic support.

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

Working within the Therapeutic Services Team, the post holder will provide ongoing client engagement throughout the support journey, ensuring individuals remain informed, supported and safely connected to appropriate services while waiting for, or accessing, therapeutic interventions.

The role reports to the Counselling Service Manager.

Specific Duties

Assessment, Triage and Access to Services

- Be the first point of contact for all new therapeutic referrals, processing new referrals within 3 days.
- Complete initial risk assessments and on-boarding processes with all new referrals.
- Allocate new referrals into the appropriate service 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

- Provide ongoing contact for clients awaiting or receiving therapeutic support.
- Coordinate the delivery of information webinars, offered to all 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.
- Support clients to understand available services and make informed decisions regarding their support.

Therapeutic Service Coordination

- Work with the Counselling service manager to support the delivery of the counselling 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
- Coordinate appointments, referrals and waiting lists across therapeutic services.
- Support effective allocation of clinical capacity across counselling and emotional support provision.
- Work closely with counsellors, therapeutic practitioners and other colleagues to ensure seamless service delivery.
- Coordinate communication with clients regarding appointments, changes to services and available therapeutic opportunities.

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

Please note that candidates will be required to complete a DBS check.

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 Monday 24th August, 12.00pm. Interviews will take place on 27th August 2026.

For more information about the role or the recruitment process, please contact Alex, the Counselling Manager, at alex@rsacc-thecentre.org.uk