



FIRST LIGHT

ROLE PROFILE

Role Title	Independent Sexual Violence Advisor (ISVA) Team Leader 37.5 hours per week	Service	ISVA Service, Devon and Cornwall
The Role	<p>The Team Leader will be responsible for leading, developing and line managing the ISVA team to provide a high-quality frontline service to victims of Sexual Violence.</p> <p>The post holder will support the development of the ISVA team across Devon and Cornwall to provide improved accessibility to sexual violence services across Devon and Cornwall. In particular the role will support new service developments such as the Complex Needs ISVA, Male ISVA and the Quality Standards for Services Supporting Male Victims/Survivors Accreditation, all of which are due to commence in 2020.</p> <p>The Team Leader will providing advice, risk evaluation, support and information to all professionals working with victims of sexual violence, for victims and survivors of sexual violence and the general public. The post holder will lead in crisis situations and provide advice and guidance on child protection and adult safeguarding issues and information sharing concerns.</p> <p>The Team Leader is expected to lead and contribute to the operational direction of the service ensuring that the views of the clients inform future developments.</p> <p>The post holder will undertake case audits to ensure that all records are accurate and complete, and lead the team to provide proactive, short, medium to long term support through the criminal justice system, based on thorough individual safety and support (SAS) assessment plans, incorporating risk assessment.</p> <p>The Team Leader will be responsible for supporting the management and development of ISVA staff to ensure a quality service is provided by the ISVA service. They will initiate and develop multi-agency partnerships through clear protocols and referral pathway agreements. The team leader is expected to contribute to the operational direction of the service ensuring that the views of clients inform developments.</p> <p>The post holder will need to be highly motivated, flexible and able to work unsupervised on a day to day basis.</p>		
Reports to	Devon and Cornwall ISVA Team Manager	Salary	£24,800 pa

Behavioral Competency	Minimum Level	Statement
Achievement	3	Sets and works towards achieving goals within required timeframe. Identifies the key issues and appropriate solutions. Can take decisions in partnership alone or in partnership with others.
Analytical Thinking	3	Analyses and reviews situations to assess all options prior to determining a course of action.

Behavioral Competency	Minimum Level	Statement
Client Focus	3	Delivers high quality services for clients in line with service policy and processes. Plans to ensure positive relationships are built with both service users and partner agencies.
Initiative	3	Takes action to avoid or minimise potential problems or to maximise potential opportunities in the future by drawing on extensive experience. Is able to define and address high-level challenges that have the potential to advance the state of the art in an area. Starts and carries through on a project. Uses networks to seek fresh ideas and encourages different agencies to pool resources and expertise.
Flexibility	2	Dependent on the individual situation, to accomplish tasks or activities more effectively. Responds effectively to changing circumstances. Remains focused when faced with competing demands. Makes reasonable adjustments to ensure maximum effectiveness and motivation of self and others
Holding People Accountable	3	Holds people accountable for their actions and performance. Challenges individuals openly and constructively about performance problems, adapting a firm but fair stance. Allows others to take credit when deserved.
Ethics and Values	3	Can interact with others fairly and objectively. Appropriately represents First Light vision, values and ethics in their work with staff, service users and partner agencies. Can advise others in maintaining fair and consistent dealings with others and in dealing with ethical dilemmas. Deals directly and constructively with lapses of integrity.
Leading and Developing Others	3	Provides leadership and encouragement to team members and others. Inspires and supports team members to realize their full potential.
Professional Confidence	3	States confidence in his or her own ability and is prepared to stand by difficult or unpopular decisions. Looks for and gets new responsibilities. Praises the work of others. Does not advance own career by tarnishing the reputation of others.
Planning and Organising	2	Organise work according to project and time management principles and practices and plans contingencies to deal with the unexpected.
Self Awareness	2	Able to understand own emotions and triggers and how these impact on own behavior and the response of others. Acts responsibly to minimise any negative impact and seeks support through supervision.
Team Working	3	Proactively shares information and learning with colleagues. Addresses conflicts or issues within the team in a positive manner. Provides clear feedback to team members. Uses understanding of different interests and agendas to achieve positive outcomes. Uses emotional intelligence to understand team dynamics and to harmonise and synergise energies of the team.
Working Strategically	2	Understands link between own work and the Organisational Strategic Objectives. Balances local needs with the longer-term and wider needs of the Agency. Uses own knowledge or experience of past situations and adapts and applies this to current issues.

Safeguarding

Adult and child safeguarding is everyone's responsibility and local partnership working is essential to ensure there is consistency within counties in how adults and children are safeguarded from abuse and neglect. It is vital that all staff understand their roles and responsibilities, and work in ways that safeguard adults and children who use the services at First Light. Expectations of staff are set out in our safeguarding policies, which are regularly updated to meet the local safeguarding board requirements.

Key Activities

Support and develop the operational service delivery of the Devon & Cornwall ISVA service, with the ISVA Team Manager.

Co-ordinate the intake, triage and allocation of ISVA referrals and ensure that referrals are responded to within 24 hours of receiving a referral into First Light.

To ensure that accurate recording processes are implemented and maintained detailing client contact on the client management system.

Manage and supervise staff and volunteers within First Light policies and procedures, and within the Home Office ISVA Essential Elements framework ensuring appropriate and effective service provision.

Manage the recruitment, onboarding, training, supervision of staff and be responsible for delivering training and awareness across the service.

To contribute to staff development and professional practice through the staff review and development process to include annual appraisal.

Quality assure ISVA and volunteer practice and reporting, ensuring that the case management system is fully utilised and up to date.

Develop and maintain a comprehensive and accurate information database (external signposting and referral pathways) to ensure that staff in the ISVA service can signpost clients and professionals to the most appropriate agency to meet their needs.

Actively review and audit caseloads across the service to ensure ISVAs are working within an acceptable level of engaged service users.

To ensure staff understand key risk management policies and procedures and implement them as required.

To ensure that staff follow procedures and protocols with other services so that the safety of the victim is kept central to any process.

To ensure that staff keep other relevant agencies informed about important changes in the victim's situation.

To develop the accessibility of the ISVA service for all people from the protected characteristic groups to ensure the service is available to all.

Ensure that the service meets the needs of male service users, in line with the "*Quality Standards for Services Supporting Male Victims/Survivors of Sexual Violence*".

To develop effective monitoring and evaluation systems which provide data for output and outcome analysis for the contract KPI indicators.

To provide management reports to contribute to the analysis of effective practice and to contribute to and inform service development.

Support the development of funding applications to enhance the ISVA service.

Develop protocols and referral pathways in and out of the service by working with all key referral organisations

Provide training and represent the charity with a broad range of organisations.

Engage with existing service users and general public to promote and improve access into the SARC pathway.

To maintain a personal development plan with a focus on team performance and service delivery.
Participate in fundraising activities to promote our cause and brand
There may be a requirement to act as an ISVA during periods of staff absence.
To undertake any duties as may be required from time to time commensurate with the grade of the post.

Key Results

Key results to be agreed annually at appraisal and may include:

Performance indicators relating to contract KPI requirements and strategic objectives
 Team Manager Feedback
 Client, Colleagues and Stakeholders Feedback
 Performance review against stated team objectives
 Quality Assurance of case work
 Other projects as defined by the Service Manager

Other Key Factors

Communication	The post holder will be required to manage sometimes difficult and complex communication, verbally, written and electronically. This information may be used to inform colleagues, clients or other external contacts and should all be professionally managed.
Client Care	The post holder will be required to support staff to provide advocacy and information to all clients of the ISVA service. Appropriate professional record keeping is required using MODUS a web-based client information system.
Freedom to Act	The post holder will be required to use professional confidence and initiative to deliver excellent services. Always operating within defined parameters and protocols including consulting with senior management as required.
Working Conditions	The working conditions are good. The post holder can have the flexibility of having an office base (location to be confirmed), or home base but there will be a requirement to travel between Devon and Cornwall. Hours will be Monday – Friday, between 09.00 – 17.00, however, there may be a requirement to work flexibly outside of these hours on occasions.
Health and Safety	The post holder is required to comply at all times with the requirements of Health and Safety regulations and First Light Health and Safety Management System.
Quality Management	The post holder is required to provide reports about all aspects of ISVA performance to include outputs and outcomes.
Staff Care	The post holder is required to plan, and use allocated annual leave entitlement within a 12-month period. Sick leave will be monitored by the ISVA Team Manager.
Financial and Physical Resources	The post holder will be required to observe their personal duty of care in relation to equipment and resources used in the course of their work.
Safe Working	This post is subject to an enhanced Disclosure & Barring Scheme check and to an enhanced police vetting.

PERSON SPECIFICATION

When completing your application form, you should consider how you've demonstrated the items listed below (and in the wider job description on our website) through your professional and personal life, including hobbies, academia, part-time jobs and extra-curricular activities. Please cite specific examples. Applications meeting all the 'essential' criteria will be considered; however, this does not guarantee invitation to interview.

	Essential / Desirable
EDUCATION, QUALIFICATION AND TRAINING	
Relevant degree (e.g. Criminal Justice, Sociology, Social policy, law, psychology, management)	D
Relevant vocational qualification/s	D
Leadership and management qualification	D
Demonstrable IT mastery with Microsoft products – Word, Outlook, PowerPoint, Excel, Skype and commitment to electronic case management systems	E
Full Driving licence and access to a car to travel around Devon and Cornwall	E
EXPERIENCE	
Managing a team	D
Working with sexual violence clients and/or vulnerable people	E
Leading change managements projects	E
Developing and maintaining relationships with clients/colleagues/professionals and stakeholders	E
Experience of the work of criminal/civil justice and/or health and social care systems	D
Handling confidential and sensitive information appropriately	E
Staff/volunteer supervision and staff development	E
Working alone in an office and independently in the community	E
Outcome based accountability – recording and reporting service results	D
KNOWLEDGE, SKILLS & ABILITIES	
Knowledge and use of Microsoft Office applications (Word, Outlook, Excel)	E
Excellent verbal and written communication skills including report writing	E
Pro-active and confident communicator with excellent interpersonal skills	E
Excellent organisational and problem-solving skills	E
Knowledge and application of vicarious trauma, adverse childhood experience, whole person and trauma-informed approach	E
Theoretical, practical and procedural knowledge of civil and criminal justice remedies for victims of sexual violence	D
Understanding of safeguarding issues (children and vulnerable adults) and associated legal responsibilities	E
Understand the principles of risk assessment and safety planning	E
Understand multi-agency partnerships and legalities of information sharing in sexual violence cases.	E
Ability to influence change and motivate teams and adapt according to the needs of the service	E
Understand and demonstrate a commitment to supporting the development of the service to respond positively to equality and diversity and inclusion	E
Flexibility and the ability to adapt according to the needs of the service	E
PERSONAL	
Always model our values, champion our vision and act as a First Light ambassador	E
Motivated and able to inspire confidence and enthusiasm and motivation of others	E
Be a self-starter, demonstrate initiative and ensure your work aligns with our vision, mission and values	E
Able to develop and maintain relationships with clients/colleagues/professionals and stakeholders	E
Able to self-evaluate and critically reflect on own practice	E
Able to maintain personal and professional boundaries	E

Short listing criteria

3 points	=	fully meets criteria
2 points	=	mostly meets criteria
1 point	=	partially meets criteria but falls short on key aspects
0 points	=	does not meet criteria