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Job Description

Sexual Violence Service – Service Delivery Assistant.

30 hrs (0.8 FTE) per week

Salary £23,500 (FTE) per annum

Role Title: Sexual Violence Services – **Service Delivery Assistant.**

Postholder Reports to the Service Manager – Hope after Harm

Role: Join our team as a Service Delivery assistant, playing a pivotal role in the implementation and success of the Sexual Violence Service across the Thames Valley region. Under the guidance of the Service Manager, you will shoulder the responsibility and accountability for overseeing the day-to-day delivery of Sexual Violence Services.

Key Tasks:

- Providing a high-quality and responsive administrative function for the service. Acting as the first point of contact for enquiries into the service and supporting the wider team and service with general administrative duties.
- Reviewing referrals and contacting service users and an initial point of contact.
- Managing and supporting caseworkers and ISVA's with initial appointment booking.
- Coordination and support of our team of volunteers.
- This may also include responsibility for external communication, social media, and updating directory records for other services. Updating local websites with relevant information and also taking minutes from team meetings

Person Specification

Skills, Knowledge and Abilities

Essential

- Experience working in an administrative role and undertaking a variety of administrative duties.
- Experience in working and adhering to policies, processes and procedures.
- Excellent IT skills and experience in using all packages in the standard Microsoft Office suite and case management systems/databases.
- Excellent customer service skills with the ability to communicate sensitively and effectively both verbally and in writing with a wide range of individuals and audiences.



- Excellent record-keeping skills with a focus on attention to detail, quality and accuracy. Knowledge of best practices about the recruitment, training and support of Volunteers
- A commitment to trauma-informed working both with service users and internally through your line management.

Personal Characteristics

Essential

- Flexible thinker with a concern for promoting positive change and innovation in service delivery
- An ability to demonstrate commitment to anti-discriminatory practice
- A person-centered approach.
- Ability to work at pace, absorb pressure, and keep to tight deadlines
- Commitment to Continuous Professional Development and Learning

Other

- Be free from any criminal conviction which would conflict with the responsibilities of the post
- Be able to deal with all information on a confidential basis.

Thames Valley Partnership t/a Hope after Harm is an equal opportunities employer; the aim of our policy is to ensure no job applicant, employee or worker is discriminated against either directly or indirectly on the grounds of race, colour, ethnic or national origin, religious belief, sex, marital status, sexual orientation, gender reassignment, age or disability. We do not disbar applicants with criminal convictions and are mindful of the requirements of the Rehabilitation of Offenders Act, 1974