

Job Description: Support Line Liaison

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 <i>(extension subject to continued funding)</i>
Annual Salary:	£19,277.03 pro-rata <i>(Full-time equivalent £32,128.39)</i>	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