

RASASH Application Pack

How to Apply

Thank you for your interest in the post of **Support Team Lead (35 hours)**. You will find information about the role, RASASH, our values, and how to apply in this pack.

Applications should be submitted using our online form: <https://form.jotform.com/232812973147359>. The online application requires you to upload your CV and a supporting statement, demonstrating how you meet the requirements outlined in the job description and person specification.

We value a wide range of experience and will consider applicants with experience in paid/unpaid work, volunteering, and life experience or community involvement. We also welcome applications from women who meet the essential criteria but do not have formal qualifications or meet all the desirable requirements.

Deadline to apply: Midnight Sunday 29th June. If we have a high volume of applications, we reserve the right to close the vacancy early. Please submit your application early to avoid disappointment.

Provisional interview date: Monday 7th July 2025

Due to the volume of applications, only shortlisted candidates will be contacted.

RASASH is committed to developing a workforce that is dynamic and inclusive, where women of all backgrounds have an opportunity to contribute to the work we do. We welcome applications from women of all backgrounds and identities, in particular women of colour and those under-represented in the workforce. It is our aim that everyone working with us feels welcome, valued, and respected. We value diversity and celebrate the different perspectives and contributions this brings to our centre.

To support RASASH in our commitment to diversity and equality, we encourage applicants to complete our online Equal Opportunities form: <https://forms.office.com/e/9HbZSWQiqz>. Filling out the form is voluntary and any information you provide is confidential.

Please note only women need apply under Schedule 9, Part 1 of the Equality Act 2010. A PVG Disclosure check will be required prior to commencing employment.

We are keen to ensure an accessible recruitment process; if you have any issues accessing this pack or application form, please contact recruitment@rasash.org.uk.

Our recruitment process is carried out in accordance with the Data Protection Act 2018. For full details on how your information will be used, please see our Privacy Notice.

About RASASH

Rape and Sexual Abuse Service Highland (RASASH) is a charitable organisation, a SCIO set up in 2014, based in Inverness and a member of the Rape Crisis Scotland network.

RASASH provides support, information, and advocacy for anyone aged 13+ or over, living in the Highlands and affected by sexual violence. We also develop and deliver training and workshops to schools, youth groups, and professionals on a range of topics related to sexual violence and gender equality. This, alongside our youth-led campaigning, is part of our work aiming to change societal attitudes which contribute to sexual violence and the shaming of survivors.

RASASH is an intersectional-feminist organisation. This means that we recognise the compounding inequalities and discrimination that survivors, staff, and volunteers may experience, and seek to reflect this in our service provision and broader work. We are also survivor-led, which means that our operations are informed by survivors, and we are accountable first and foremost to them. We are pro-choice and trans-inclusive.

We are also committed to providing a supportive and empowering environment for our staff, creating an environment where we can inspire each other and allow each other to thrive, and working together collaboratively to achieve our collective goals. We also believe in continuous learning and reflection, welcoming feedback on how we can improve.

RASASH was set up to:

- Provide accessible, appropriate, and high quality emotional and practical support, information and advocacy for survivors, their non-abusing partners, family, and friends.
- Work towards the prevention and elimination of sexual violence, supporting societal change by raising awareness, challenging myths, and campaigning.
- Work with others to improve the way society, organisations and agencies respond to survivors of sexual violence.

Our core values underpin everything that we do. We believe that:

- Anyone affected by sexual violence, irrespective of their gender, should have access to free, confidential, non-judgemental, and specialist support;
- Survivors are experts in their own experience and our role is to support them to exercise control and direction of their own lives;

- Sexual violence is preventable. Everyone has a role to play in creating a society that stands in solidarity with survivors and stands against sexual violence.

RASASH is governed by a Board of five active and committed Trustees. The team consists of 25 staff. We are committed to a diverse and inclusive workplace.

The Role

Job title:	Support Team Lead	Reports to:	Service Manager
Hours:	35 hours (Monday – Friday)	Length of appointment:	Permanent (subject to funding)
Salary:	£35,275 FTE	Pension Contribution:	An employer's contribution of 6% is payable after successful completion of a 6-month probationary period
Location:	Inverness office	Holiday entitlement:	35 days including public holidays

Purpose of the post

To oversee the effective delivery of RASASH's therapeutic emotional support service, which includes one-to-one support and group-based activities. The post-holder will line manage the Support and Outreach Workers (10 staff) and coordinate the strategic planning and delivery of RASASH's support services across Highland. The Lead will play an important role in ensuring RASASH's emotional support services are of high quality and in line with the National Rape Crisis Service Standards.

Summary of main responsibilities

PROGRAMME DELIVERY & DEVELOPMENT

- Responsible for overseeing the effective delivery of RASASH's emotional support services across the whole of Highland, which includes the provision of sessions from our Inverness office, outreach sessions in all Highland Council Wards, and remote sessions.
- Secure and coordinate appropriate spaces across Highland to deliver emotional support and ensure lone working measures are in place to support the safe work of staff.

- Responsible for effective management of RASASH's emotional support waiting lists, ensuring timely allocation and appropriate caseloads for workers.
- Carry a small caseload to provide emotional therapeutic support to survivors on a one-to-one basis.
- Implement effective quality assurance and evaluation, ensuring services are of high quality, in line with best practice, and compliant with RASASH's policies and procedures.
- Review and analyse OASIS and equalities monitoring data, identifying and reporting on trends to inform service delivery and areas for further development.
- Implement and adhere to Rape Crisis National Service Standards, contribute to the organisations strategic planning and liaise regularly with the management team to plan, review, and develop services.
- Oversee the delivery of RASASH's group work sessions in Inverness and outreach areas, securing suitable premises, facilitators, and resources.
- Provide timely regular progress reports of service delivery, including Board and donor reporting, and contribute to funding applications as required.
- Support the Service Manager to embed service-user engagement within the support service, to ensure that services are responsive to needs and survivor-led.
- Represent RASASH in Partnership working groups and forums, fostering collaboration and strengthening RASASH's networks.

TEAM LEADERSHIP & DEVELOPMENT

- Foster a positive, diverse, and inclusive work environment that embodies RASASH's feminist values and provide staff with the direction required to develop teamwork and high-quality services.
- Provide line management and supervision, managing the support team rota, overseeing staff's day-to-day work, providing guidance and direction, and coordinating tasks as required.
- Support the implementation of RASASH's HR policies and procedures, approving leave and expenses, undertaking appraisals, and following up with absences, conduct, and performance concerns.
- Support with delivering induction and refresher training for staff, monitor the training needs of the support & outreach team and participate in the reflective practice and development of the wider team.

- Chair and coordinate the support team meetings, group supervision, and participate in regular management meetings. Ensuring each team has dedicated space to discuss the needs specific to their service.

RISK MANAGEMENT & COMPLIANCE

- Support the Service Manager and CEO to ensure the organisation is compliant with all relevant laws, regulations, and ethical standards, ensuring that line-managed staff adhere to RASASH's policies and procedures.
- Coordinate and oversee all risk assessments relevant to the services day-to-day operations.
- Manage the OASIS database, ensuring that data is collected, recorded, stored, and retained in line with RASASH's data protection obligations and policies and procedures. This includes undertaking routine quality checks on data.
- Support the Service Manager in the development of best practice, policies, and procedures, contributing to written guidance and protocols.
- Be a deputy safeguarding lead along with the other Team Leads to provide duty cover for safeguarding and lone working. This includes some evening cover.

OTHER

- Participate in supervision, reflective learning, training, and the development of the organisation. Including inputting and planning for whole team meetings and management development days.
- Contribute to RASASH's social media and website communications as requested.
- Flexibility in working hours, including some evening and weekend work.
- Any other duties that are relevant to the post and agreed with the Service Manager.

This job description is not exhaustive and, following consultation, the post holder may be required to fulfil other responsibilities and tasks.

Person specification

Criteria	Essential	Desirable
Knowledge & Understanding	<ul style="list-style-type: none"> A. A commitment to feminist values and strong feminist understanding of sexual violence and its impacts. B. Understanding and appreciation for the culture of a feminist, charitable organisation as well as the challenges facing the sector. C. Understanding of trauma-informed practice including effective and appropriate emotional support methods, practices, and tools. D. Understanding of vicarious trauma and impact on staff. 	<ul style="list-style-type: none"> 1. Knowledge and understanding of National Rape Crisis Service Standards. 2. Knowledge and understanding of Charity compliance obligations and regulation (e.g. GDPR, health & safety, and safeguarding). 3. Understanding the specific needs of rural communities and the challenges inherent to delivering a support service & managing a team over a wide geographical area
Experience	<ul style="list-style-type: none"> E. Experience in providing emotional therapeutic support to people affected by trauma, including those who self-harm and/or express suicidal intention. F. Experience managing staff and/or leading teams. G. Proven experience in service development and coordinating multiple projects in line with strategies, resource limitations, and deadlines. H. Experience conducting monitoring, evaluation, and report writing e.g. analysing data, communicating results. 	<ul style="list-style-type: none"> 4. Evidence of collaborative working with a range of statutory and voluntary partners. 5. Experience of assessing risk and developing effective mitigation strategies (e.g. risk assessments or procedures). 6. Experience of working with children and young people 7. Experience of leading or working in a team that covered a wide geographical area 8. Experience delivering training and/or inducting staff.
Skills & abilities	<ul style="list-style-type: none"> I. Self-sufficiency and excellent leadership skills, able to manage projects and staff. Strong ability to prioritise tasks and plan ahead. J. Excellent interpersonal and communication skills, able to build relationships internally and externally. 	

Criteria	Essential	Desirable
	<p>K. Analytical thinker, able to problem-solve and find creative solutions through collaboration & coordination with others.</p> <p>L. Possess excellent working knowledge of standard office packages, IT software, and databases.</p> <p>M. Demonstrates a resilient approach to the workplace, with clear strategies for emotional containment, managing self and confidence in holding boundaries and challenging conversations.</p>	
Qualifications		<p>9. Degree or qualification in a relevant area</p> <p>10. Rape Crisis Scotland training or equivalent</p>

