

**STAFFORDSHIRE SURVIVE MENTAL HEALTH  
CARE CO-ORDINATOR**

**JOB DESCRIPTION**

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| <b>Job Title:</b>      | <b>Staffordshire Survive Mental Health Care Coordinator</b>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                         |
| <b>Salary:</b>         | <b>Salary Scale: £27,817 - £28,941 per annum</b>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                    |
| <b>Hours:</b>          | <b>37 Hours per week, 12-month contract</b> (possibility of extension, subject to further funding)                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                  |
| <b>Location:</b>       | <b>Lichfield and Stafford Women's Centres</b> (office based, requirement to travel throughout South Staffordshire, occasional home working)                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                         |
| <b>Responsible to:</b> | Sexual Violence & Therapeutic Services Manager & CEO                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                |
| <b>Job Purpose</b>     | <p>Staffordshire Survive provides a free, non-judgmental and confidential service for adults, children over the age of 4, and close family members/significant others who have been affected by sexual assault or abuse at any point during their lives across Staffordshire and Stoke on Trent.</p> <p>We are currently seeking a compassionate and organised individual to co-ordinate referrals and care between Staffordshire Survive, specialist support services and the NHS Ascend Sexual Abuse Recovery Service, ensuring survivors receive timely, holistic and joined-up care that meets their individual needs.</p> <p>You will support survivors of sexual violence, many of whom experience complex mental health needs, to provide formalised peer support and practical assistance in order for them to regain control over their lives and their own unique recovery process. This role will play a key part in advocating for clients, promoting recovery, increasing referrals and reducing barriers to service access and engagement.</p> <p>You will have experience and understanding of the traumatic effects and mental health impacts of sexual violence, sexual abuse, sexual exploitation and sexual coercion and experience of multi-agency working.</p> |

*This post is open to female applicants only as being female is deemed to be a genuine occupational requirement under Schedule 9, Paragraph 1 of the Equality Act 2010.*

## **JOB DETAILS**

### **Core Requirements:**

- To work as a committed member of the Staffordshire Women's Aid team.
- To support the aims, values and working principles of Staffordshire Women's Aid, and to work in alignment with Staffordshire Women's Aid Policies and Procedures.
- To take all possible steps to ensure the safety and confidentiality of service users, staff, volunteers, and management of Staffordshire Women's Aid.

### **Specific Duties:**

- Enable access to, and maintain engagement with, appropriate mental health services and therapeutic support, including Ascend Sexual Abuse Recovery Service, Talking Therapies and Crisis Care, for survivors of sexual violence.
- Build strong, collaborative relationships with statutory and voluntary sector partners with the aim of increasing referrals to the Ascend Sexual Abuse Recovery Service.
- Provide structured 1:1 and group sessions to support the delivery of Staffordshire Survive and the Ascend Sexual Abuse Recovery Service.
- Facilitate access to community groups and networks that enable positive participation in activities, to maximise service user's opportunities to increase their social networks.
- Ensure that service user's peer recovery goals are integrated into the wider support plan for an individual receiving support through Staffordshire Survive.
- Build strong working relationships and co-ordinate care between in-house staff (e.g., ISVAs, Counsellors) and the Ascend Sexual Abuse Recovery Service.
- Attend and participate in multi-disciplinary team meetings, case reviews and safeguarding meetings as appropriate, and advocate for survivor-centered care.
- Support continuity of care, especially during service transitions or referrals.
- Address and help resolve barriers to care and communication breakdowns between teams.
- Identify, record and escalate safeguarding concerns in line with safeguarding policies and referral pathways.
- Contribute to safety and risk management plans for high-risk service users.
- Maintain accurate, confidential records in line with data protection and organisational policies.
- Provide written updates, case studies, and outcome reports to managers or funders as required.
- Collect data for monitoring, evaluation, and service improvement purposes.

- Contribute to the development of trauma-informed, anti-oppressive service delivery models.
- Support co-production and survivor involvement in shaping services.

#### **General Responsibilities:**

- To share responsibility for covering the Help Line during office hours as required, making sure there is cover throughout the day when needed.
- Work flexibly to allow us to offer the best service possible to service users, this will involve working some evening/ weekend sessions.
- Attend team meetings, training, supervision and reflective practice as required and collaborate with colleagues in achieving team and organisational objectives.
- Maintain an awareness of issues/current legislation related to VAWG, sexual violence and mental health support, attending relevant training/ conferences / workshops in line with identified professional objectives.

#### **Variation Clause**

Staffordshire Women's Aid reserves the right, following consultation with the member of staff, to vary, add or alter any of the terms and conditions of employment attached to this post.

This job description will be reviewed annually and may need to be revised according to the priorities of current workload with the agreement of the Board of Trustees and the CEO.

The performance of the post holder will be monitored through regular supervision by the line manager and reviewed at each annual appraisal.

It is in the nature of the work of Staffordshire Women's Aid that tasks and responsibilities are in many circumstances unpredictable and varied. All employees are therefore expected to work in a flexible way when the occasion arises so that tasks which are not specifically covered in their job description are undertaken. These additional duties will normally be to cover unforeseen circumstances or changes in work and will normally be compatible with the regular type of work.

Please be aware that you will be required to undertake a DBS check and may be required to undertake additional security checks to work in some settings.

A full driving licence and access to a vehicle are essential requirements of the post.

#### **General Information and Conditions of Service**

- 28 days holiday per year, plus statutory holidays.
- Staffordshire Women's Aid contributes a sum equivalent to 3% of the annual salary to the company pension scheme following successful completion of 3 months probationary period, and subject to staff contribution as part of auto-enrolment.
- Overtime is unpaid; time of in lieu is to be taken in consultation with line manager.

## **STAFFORDSHIRE SURVIVE MENTAL HEALTH CARE CO-ORDINATOR**

### **PERSON SPECIFICATION**

#### **Essential**

- Relevant qualification (e.g., in health and social care, social work, ISVA, Counselling) or equivalent professional experience.
- Experience of working with survivors of sexual violence and/or people with mental health needs.
- Strong understanding of trauma-informed, survivor-centred, and culturally responsive support.
- Strong understanding of the traumatic effects and mental health impacts of sexual violence.
- Excellent communication, organisational, and problem-solving skills.
- Experience of using case management systems and records.
- Experience of partnership working with the skills and ability to build positive relationships with partners and stakeholders.
- Strong team working capabilities and ability to liaise and co-ordinate effectively with external colleagues to achieve objectives.
- Ability to work independently.
- Understanding of safeguarding, confidentiality, and ethical practice in a support context.
- Empathy, resilience, and cultural competence.

#### **Desirable**

- Knowledge of local mental health services and referral pathways.
- Experience of co-ordinating care or working across multiple services or sectors.
- Familiarity with the voluntary/community sector and challenges faced by underrepresented communities.
- Experience with NHS case recording systems and secure data handling.
- Personal lived experience of sexual violence and/or mental health problems.

#### **Additional Information**

- An enhanced DBS check will be required for this role.
- Willingness to travel between sites and work occasional evenings/weekends if needed.
- You should be able to demonstrate a strong commitment to the vision, mission, social aims and values of SWA.