

**ISVA Manager Person Specification**

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|  | Essential | Desirable |
| Skills | * Strong numeracy, written communication and organisational skills with evidence of a methodical and well organised approach to work * Excellent level of IT literacy including MS Office (Outlook, Word and Excel) and the ability to operate case management systems, to collect and analyse statistics * Demonstrate the ability to lead, support and manage a team ensuring the delivery of high quality support across dispersed locations. * Proven ability to coach, motivate, develop and manage people and their performance * The ability to provide empathetic, respectful, non-judgemental support to victims, maintaining clear boundaries and confidential working practices * Show resilience and reliability under pressure * Ability to work as part of a team demonstrating a flexible approach to collaborative working | * Ability to apply psychologically informed practice * Demonstrate the ability to make improvements in services |
| Experience | * Extensive experience of sensitively assessing and responding to the needs and risks of victims of sexual violence and child sexual abuse. * Experience of risk and needs assessment processes leading to support and safety planning for victims sexual violence. * Management experience, including staff support, supervision and performance management * Performance management and reporting, using case management systems to support the work of your team and demonstrate service performance and value * Experience of multi-agency working, negotiating and establishing operational partnerships and protocols with organisations with differing priorities * Demonstrable experience of being proactive rather than reactive: focuses on preventing problems in the future rather than just resolving immediate issues | * Experience of working with the police, CPS * Experience of undertaking audit to evaluate service effectiveness * Experience of delivering group work and / or training * Experience of using digital technology in the delivery and development of services |
| Knowledge | * Up to date working knowledge of the criminal justice system and processes as it relates to victims of sexual violence. * Evidence of understanding the dynamics and impact of sexual assault and how best to support victims * Proven knowledge and understanding of the impact of working with rape and sexual violence on individuals and teams and the need for support, supervision and reflective practice * Demonstrable understanding of safeguarding, both in relation to children and to vulnerable adults * A good understanding of data protection legislation and confidential working practices and how these apply to sexual violence services | * ISVA, CAADA, or other equivalent accredited qualification |
| Values | * A commitment to the Victim’s Code of Practice * Commitment to diversity and equal opportunities at work * Commitment to service user participation and involvement |  |
| Other | * A current, full driving licence and access to appropriate motorised transport * Be available and committed to be part of the out of hours on call rota |  |