



Safeguarding & Survivor Engagement Coordinator (Independent Legal Advice Service)

Hours: 37 hours per week (full time)

Salary: £35,700 per annum, plus 6% pension contribution

Annual leave entitlement: 25 days per annum pro rata plus statutory Bank Holidays

Nature of contract: Fixed term until 31st March 2028*, with possibility of extension, dependent on funding)

*secondments will be considered

Responsible to: ILA Programme Manager

Location: Remote, with occasional travel to London and across the UK by arrangement

Rape Crisis England & Wales (RCEW) is the national campaigns and membership body for a network of independent, community-based Rape Crisis Centres working to end child sexual abuse, rape, sexual assault, sexual harassment and all other forms of sexual violence.

The Independent Legal Advice (ILA) service is delivered by RCEW, in partnership with the Centre for Women's Justice and Victim Support, funded by the Ministry of Justice. The service will offer independent legal advice to adult survivors of sexual violence and abuse who have reported offences to the police in England and Wales. This will be the first national service of its kind, and the role offers prospective applicants the opportunity to be involved in the design and delivery of a groundbreaking new initiative to support survivors of sexual violence and abuse engaging with the criminal justice system.

We are looking for a thoughtful, committed and experienced professional* who can lead RCEW's approach to safeguarding and survivor engagement within the ILA service, in line with our values and centred in care and safety for all survivors.

Job Summary

The Safeguarding and Survivor Engagement Coordinator will lead our work with survivors to ensure that the ILA service is accessible, safe and effective. The post holder will establish the service's Survivor Reference Group (SRG) which will be the lead mechanism to shape the way we design,



deliver and promote the ILA service. They will work alongside people with lived experience in a respectful and supportive way at all times and ensure that all survivor engagement is centred in care, safety and ethics.

The post-holder will design and oversee a feedback survey for ILA scheme clients, ensuring that feedback is utilised in the improvement of the ILA scheme, and data is collated in regular reports.

The post-holder will also act as the Designated Safeguarding Lead for any safeguarding issues that arise in the context of RCEW's involvement in the ILA scheme and work alongside the DSL for CWJ as the lead grant recipient.

The post-holder will have a proven track record of lived experience engagement, and a good understanding of latest best practice including survivor-centred and trauma informed approaches. They will have excellent people skills including emotional intelligence, strong communication and facilitation skills, and be experienced in child and adult safeguarding. They will be committed to equality, diversity and inclusion.

Key Responsibilities

Survivor Engagement

- Establish and facilitate a regular meeting of a Survivor Reference Group (SRG), attended by survivors of sexual violence and abuse who will shape and steer the mobilisation and delivery of the ILA service. Including recruitment, induction and session planning and delivery.
- Develop and/or update policies, procedures and practice to inform and support a survivor-centred, and trauma informed effective running of all engagement.
- Ensure that SRG meetings are facilitated safely, inclusively, and in line with best practice in the field of survivor engagement.
- Collect qualitative insights from SRG sessions to inform service improvements, and coordinate with the service's operational teams to ensure they shape service development.
- Ensure survivors are informed about how their contributions have influenced service changes. Where their contributions have not been able to influence the service, be transparent as to why, and learn and reflect about how to shape the approach to balance what could be seen as extraction with advocacy.
- Identify opportunities and liaise with other relevant organisations to design and deliver ad-hoc survivor engagement sessions with groups who may not otherwise join the SRG, but who are wanting to engage in a more limited way to share their views and recommendations.
- Work to best practice in child and adult safeguarding while also centring survivor-centred approaches in all responses.

Service user feedback

- Design a feedback mechanism for ILA service users.
- Analyse feedback received from service users and ensure that any points of learning are cascaded through the appropriate channels to improve the ILA service.
- Where necessary and appropriate, communicate with service users regarding their feedback and how it will be utilised to improve the ILA service.
- Draft regular reports for funders and senior ILA service staff regarding the feedback received from service users and how the comments have been utilised to improve the service.

Safeguarding

- Act as the Designated Safeguarding Lead for any safeguarding issues that arise in the context of RCEW's involvement in the ILA scheme.
- Work in collaboration with other colleagues to prevent and respond to complex safeguarding issues; and ensure that learning from concerns and complaints inform all efforts to improve the ILA service.

Outreach work to other organisations and survivors

- Liaise with colleagues and partner organisations to ensure that the most marginalised voices are represented and included in all engagement. This may mean adopting more agile and adaptive ways of working
- Build relationships with other suitable new organisations to help promote the scope and role of SRG in the ILA service, in order to learn about other survivor engagement models and reach other survivors.
- Deliver outreach information sessions to other organisations and community groups about the ILA service to raise awareness amongst underserved communities.
- Work with the other staff within RCEW and partner organisations to interpret trends in service demographic data and design communications and outreach strategies to engage underrepresented survivors.

Synergy with the wider work of RCEW

- Adhere and contribute to the promotion and further cultivation of RCEW's values, ethos, aims and objectives in all aspects of their work.
- Participate in team meetings, cross-organisational projects, and wider organisational activities as required.
- Maintain effective communication and collaborative working relationships with colleagues across the organisation and partner network.
- Keep up to date with relevant legislation, safeguarding guidance, sector developments, and wider organisational priorities relevant to the role.

- Have a willingness and ability to work flexibly, including on weekends and outside ordinary office hours from time to time, to accommodate the needs of the organisation.

This list is indicative only, not exhaustive. It is intended to reflect a range of duties the post-holder will be expected to perform but additional duties commensurate with the role may be required. The job description will be reviewed from time to time and may change in light of experience and changing circumstances, in consultation with the post-holder. We ask all employees to uphold our organisational values, support our mission and purpose, and to maintain respectful and collaborative relationships with colleagues at all levels of the organisation.

Person Specification*

- Experience of leading survivor engagement programmes of work in the violence against women and girls (VAWG) or other related sector(s).*
- Experience in outreach, engagement and partnership working, particularly with marginalised or underserved communities.*
- Practical experience of safeguarding adults and children, ensuring safe and ethical engagement, preferably in the context of sexual violence and abuse and/or VAWG.*
- Knowledge of trauma-informed principles and practice and how to apply this to service delivery and survivor engagement, preferably in the context of sexual violence and abuse and/or VAWG.*
- Experience of designing and implementing service user feedback mechanisms.
- Experience of upholding confidentiality and managing data protection when working with vulnerable groups of people.
- Ability to respond to challenges, feedback, and survivor needs in a respectful, flexible and solution-focused way.
- Up-to-date working knowledge of best practice in lived experience engagement, including in survivor-centred or survivor-led approaches.
- Extensive knowledge of the barriers survivors of sexual violence and abuse face in accessing services and lived experience opportunities, and strategies to ensure inclusivity.
- An understanding of intersectionality and how this impacts survivor experience and their ability to access and engage with services.
- Experience of working with different groups of people, including those who may require reasonable adjustments to actively participate.
- Strong organisational skills, with the ability to manage multiple tasks and projects concurrently.
- Knowledge and understanding of the Rape Crisis movement.
- Excellent IT competency, knowledge and understanding of GDPR.

Personal Attributes:

- Emotionally intelligent and trauma-informed, able to engage with survivors in a sensitive, non-judgmental and empowering way.
- Trustworthy and ethical, with a strong commitment to confidentiality, safeguarding and ethical engagement with lived experience groups.
- An excellent communicator, with the ability to facilitate meaningful discussions and engage sensitively and effectively with survivors, colleagues and external stakeholders.
- Empathetic in their approach while also able to actively uphold professional boundaries at all times.
- Committed to inclusion and accessibility, with a passion for ensuring that all survivors have a voice in shaping service design
- Actively anti-racist and anti-oppressive in all interactions.
- A strong belief in survivor-led service development and a commitment to meaningful engagement rather than tokenism.

***Shortlisting will be based on the candidates' ability to demonstrate the criteria in bold.**

Success in the role of **Safeguarding and Survivor Engagement Coordinator** is determined by the ability to build trust with survivors, facilitate meaningful and ethical engagement, ensure that survivor voices influence service development, and ensure a robust response to any safeguarding concerns. Key metrics of success include:

- There are high levels of satisfaction from members of the ILA SRG and they feel that their involvement is meaningful and impactful.
- SRG members feel that the group and any other engagement with them is safe, accessible and inclusive.
- Service improvements are meaningfully shaped by survivor voice.
- Service users can provide honest feedback about the ILA service and see that their feedback is utilised in a meaningful way to drive improvements in the service.
- Safeguarding concerns are promptly and robustly managed.