



Training & 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: Programme, Partnerships and Engagement 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 knowledgeable, committed and experienced professional* who can lead on the delivery of training to ILA service staff and support the service's engagement with external stakeholders.

Job Summary

The Training and Engagement Coordinator will lead on designing and implementing a programme of training for all staff working within the Independent Legal Advice (ILA) service, to ensure a robust understanding of sexual violence and abuse and the knowledge and skills needed to work with survivors of sexual violence, predominantly remotely, in line with RCEW's values and ethos.

Additionally, the post-holder will support the ILA Programme Manager in their work to engage external stakeholders with the new ILA service.

The post-holder will have extensive experience in designing and delivering training for a range of audiences, and an excellent understanding of sexual violence and abuse. They will have strong interpersonal and facilitation skills, and be actively committed to a trauma-informed, anti-oppressive way of working.

Key Responsibilities

Training

- Design specialist training for lawyers and other staff working on the ILA service, at pace.

Training will ensure that all staff have a robust understanding of sexual violence and abuse, the impact on survivors, key issues faced by survivors in the aftermath of abuse, how to engage with survivors in a trauma-informed way, vicarious trauma and self-care, sexual violence survivor support pathways, and other relevant areas, to ensure that staff are skilled in working with survivors of sexual violence and abuse in line with RCEW's values and ethos.

- Where appropriate, work with the ILA service Safeguarding and Survivor Engagement Coordinator to ensure that training reflects the needs of survivors.
- Deliver specialist sexual violence and abuse training to all ILA service staff, on a rolling basis in line with recruitment phases.
- Regularly review and revise training to reflect changes in law and policy.
- Coordinate with partner organisations to ensure that ILA staff complete all necessary legal and non-legal training, and maintain training records for all staff.
- Where training cannot be delivered in-house via the three partnership organisations delivering the ILA service, source external training for ILA staff.
- Utilise participant feedback to refine and improve the training offer.
- Provide quarterly reports for the MoJ detailing the training delivered to ILA staff.

Stakeholder engagement

- Support the ILA Programme Manager with extensive engagement with external stakeholders, including the establishment and facilitation of a national Stakeholder Reference Group, attended by the police, CPS, judiciary, representatives of the Bar, survivor support organisations, and others; the facilitation of local stakeholder briefings for key CJS professionals in each police force area; and the creation and dissemination of regular newsletters for external stakeholders.
- Support the ILA Programme Manager in the handling of feedback from external stakeholders, ensuring this is utilised to improve the ILA service and stakeholders are kept abreast of how their feedback is shaping the service.

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 designing and delivering training in person and remotely, preferably related to sexual violence and abuse or VAWG.*
- A strong understanding of the nature of sexual violence and abuse and the impact on survivors.*
- Knowledge of trauma-informed principles and practice, how to apply this to service delivery and how to deliver training to impart this knowledge to staff delivering services, preferably in the context of sexual violence and abuse and/or VAWG.*
- Experience of working with survivors of sexual violence and abuse.
- Awareness and understanding of national and local sexual violence and abuse support pathways.
- Experience of collecting training participant feedback and utilising this to improve future training materials.
- Experience of upholding confidentiality and managing data protection when working with vulnerable groups of people.
- 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.
- Experience of organising events and sign-up processes.
- Experience of external stakeholder engagement, ideally within criminal justice and/or third sector.
- 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:

- An excellent communicator, with the ability to facilitate meaningful discussions and engage sensitively and effectively with colleagues and external stakeholders.
- Emotionally intelligent and trauma-informed, able to engage with others in a sensitive, non-judgmental and empowering way.
- Trustworthy and ethical.
- Empathetic in their approach while also able to actively uphold professional boundaries at all times.
- Committed to inclusion and accessibility.
- Actively anti-racist and anti-oppressive in all interactions.

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

Success in the role of **Training and Engagement Coordinator** is determined by the ability to lead on the design and delivery a programme of training to ensure that ILA service staff have the necessary knowledge and skills to work with survivors of sexual violence and abuse in a way which is trauma-informed, empowering, and supportive. The post-holder will further provide support, where necessary, to the ILA service Programme Manager in effectively engaging with external stakeholders to ensure the success of the ILA service rollout. Key metrics of success include:

- The design and delivery of core training modules focussed on sexual violence and abuse.
- All ILA service staff participate in core training on sexual violence and abuse, and other required training, including legal and non-legal staff, and there are clear records to demonstrate this.
- All ILA service staff have completed the necessary training to undertake their roles in the ILA service, before the service is mobilised.
- There are high levels of satisfaction from participants who feel that the training they receive is meaningful to their role.