

Navigator – Job description

Role Title:	Navigator-SV Services
Hours:	37.5hrs per week Monday-Friday
Salary:	£28,218 per annum
Contract:	Fixed term to 31 st July 2026 (possible extension subject to funding)
Annual Leave Entitlement:	27 days per annum plus statutory Bank Holiday entitlement
Responsible To:	Team Leader (Specialist SV Support)
Location:	Business Park near Gloucester (subject to change 2026), agile working including home, office and community

- This post is restricted to female applicants only under Schedule 9, Part 1 of the Equality Act 2010, as the role involves working directly with female survivors of sexual violence in a women-only service
- Applicants will undergo an enhanced Disclosure and Barring Service (DBS) check
- The post includes occasional evening and weekend work
- The post may include training delivery and development
- 50% of the postholder's time will be spent doing navigator work and 50% delivering specialist support work.

Equality Statement

We aim to meet all our obligations under the Equality 2010 Act and welcome applications from women from all sections of society. We will make reasonable adjustments to the working environment as required.

Overall Objectives:

The purpose of the Navigator role is to ensure the effective and smooth coordination of services for survivors across the partnership. This includes managing all new referrals received by GRASAC with sensitivity and efficiency. As the initial point of contact for both survivors and referrers, the Navigator plays a vital role in facilitating safe access to support tailored to each individual's needs. They will guide survivors, and where appropriate, their parents or carers, through an initial assessment process focused on risk and individual needs, helping the organisation gain a clear understanding of each person's situation. Demonstrating empathy and care throughout, the Navigator will provide initial support, information, and advice, addressing any immediate concerns in a triage appointment, before allocation of ongoing support.

Specialist support

1. Deliver specialist emotional support to survivors who have suffered any form of sexual violence
2. Work with clients from a strengths-based, trauma informed perspective to enable them to cope with and recover from the effects of sexual violence and achieve positive outcomes.
3. Provide in-person, phone, email and web support to clients, their family, friends, and partners, including on an ad hoc basis as agreed and when necessary.
4. Support delivery of group training and group support sessions as needed.
5. Provide individual support to direct delivery volunteers as agreed

Key Responsibilities

- Communicate information about the GRASAC/GCS Partnership to survivors and professionals who may wish to refer in for support.
- Manage incoming professional and self-referrals into the service uploading information to Oasis.
- In line with relevant data protection legislation and partnership policies, communicate with other professionals, or parents and carers supporting the survivor, to promote welfare and access to support.
- Undertake risk and needs-led assessments with all new clients, ensuring their circumstances are well understood and can be communicated clearly to other staff.
- Provide information, support and advice to survivors as appropriate throughout the referral, assessment and triage process, including signposting and/or onward referrals to other services.
- Liaise with the ISVA Manager and/or other organisational leads around any safeguarding issues identified during the first contact and needs assessment process.
- Assist with the recording and monitoring of service-level data for the partnership.
- At times of higher demand or reduced service capacity, providing an enhanced service to some survivors, whilst they wait to receive support from other workers'/partnership services. Deliver Triage appointments to clients who need an additional appointment.

Quality Assurance:

- Maintain confidential client records, sharing and managing information in accordance the contract specifications and the subcontract conditions and Procedures.
- Develop and maintain effective working relationships with agencies supporting survivors.
- Ensure survivors receive the best possible standard of support in line with Rape Crisis National Service Standards.
- Attend and participate in regular Team Meetings, Peer Meetings and Clinical Supervision.
- Proactively maintain professional knowledge and practice and attend and contribute to team meetings
- Proactively safeguard the well-being of clients and colleagues, reflecting GRASAC's child and adult safeguarding policies and procedures

General:

- Manage own workload while taking responsibility for scheduling time off to ensure a healthy work/life balance.
- Work flexible hours where required and dependent on the needs of the partnership and its service users.
- Participate in training and development opportunities. Participate in an annual appraisal process.
- Adhere to all GRASAC organisational policies and procedures.
- Support the smooth running of other services where required.
- Provide temporary cover for other staff in cases such as annual leave and sickness.
- Undertake any other reasonable duties consistent with this role as requested by and agreed with the Team Leader or Head of Service.
- Provide a diverse and culturally sensitive service, ensuring that anti-discriminatory practice and equality of opportunity are promoted within all aspects of GRASAC's services.
- Attend external events, meetings, training and development activities when required even if these are outside of your working hours and away from GRASAC's premises.
- Understand and contribute to the overall objectives of the organisation.
- The duties of the role may change from time to time to meet changing business circumstances but will be in keeping with expected tasks and level of your post.

Service Development

- Liaise with partner agencies to source appropriate outreach venues for face-to-face support work

- Build effective and positive relationships with local partner agencies in Gloucestershire
- Assist in the training of volunteers

Flexibility Statement

The content of this Role Profile represents an outline of the post only and is therefore not a precise catalogue of duties and responsibilities. This document is therefore intended to be flexible and is subject to review and amendment in the light of changing circumstances and following consultation with the post holder.

Person Specification

Essential Criteria		Assessed by
Experience	<ul style="list-style-type: none"> • Experience of supporting survivors of sexual violence, providing practical and emotional support. • Experience of working with vulnerable adults and children. • Experience of working in a multi-agency environment with professionals from different sectors. • Experience safeguarding children and/or vulnerable adults. 	Application/ Interview
Knowledge	<ul style="list-style-type: none"> • Knowledge of all forms of sexual violence. • Knowledge of the myths and facts that surround sexual violence. • Knowledge of the potential impacts of sexual violence on survivors. • Knowledge of risk and safety concerns for survivors of domestic abuse. • Understanding of different forms of systemic disadvantage and how these may intersect in survivors' lives, creating challenges or barriers when accessing support/reporting sexual violence. • A good understanding of child and adult safeguarding responsibilities. 	Application/ Interview
Skills/ Attributes	<ul style="list-style-type: none"> • Communicate clearly, tactfully, and effectively with a range of individuals. • Ability to prioritise and manage high workloads and plan time effectively. • Ability to take initiative and problem solve. • Ability to work well independently and within a team. • High level of administrative and IT skills, including experience with MS Office. 	Application/ Interview
Values/ Attitudes	<ul style="list-style-type: none"> • Commitment to improving the lives of survivors of sexual violence. • Commitment to equality and anti-oppressive practice • Willingness to participate in professional development. • Ability to actively promote the good of the wider partnership, upholding the core values of GRASAC in all aspects of work. • Ability to be adaptable and responsive to the changing needs of the organisation/partnership. 	Application/ Interview

	<ul style="list-style-type: none"> Professional and approachable, able to understand the viewpoints of others. Able to take responsibility for own work and share responsibility for the work of the organisation. 	
Skills/ Attributes	<ul style="list-style-type: none"> Full UK Driving Licence and access to own vehicle that can be used for work. 	Application/ interview
Desirable Criteria		Assessed by
Experience	<ul style="list-style-type: none"> Experience of working in a key/support worker role for vulnerable people. Experience as an ISVA. Experience of completing assessments of individual needs and/or risk in a professional setting. Experience of supporting survivors of Domestic Abuse. 	Application/ interview
Knowledge	<ul style="list-style-type: none"> Knowledge of the criminal justice system and processes. Knowledge of the range of statutory and voluntary agencies a survivor may encounter. Knowledge of trauma and how this may impact survivors of sexual violence. Knowledge of DASH risk assessment and MARAC processes for survivors of domestic abuse. 	Application/ interview