RASASC
Rape & Sexual Abuse Support Centre

Making a difference to the lives of those affected by rape and sexual abuse

Position:	**Youth and Family Services Manager**
Hours:	**Part time, 21 hours per week**
Salary:	**(FTE £39,130) £23,478 pro rata**
Location:	**Based in Guildford**
Accountable to:	**CEO**
DBS check:	**Yes (enhanced)**
Start date:	**ASAP**
Closing date:	**8th January 2027 12 noon**
Interview date:	**To be confirmed January 2027**

RASASC is recruiting for a part-time Youth and Family Services Manager. You will be working with a small but friendly and dynamic team, with a passion for supporting people in difficult times.

RASASC is a registered charity which has been providing support to survivors, of all genders, of rape and sexual abuse (both recent and non-recent) and young people aged over 13, from across Surrey since 1992.

We provide an Independent Sexual Violence Advisor (ISVA) service, one-to-one counselling, group support, youth and family counselling and a Support Line

Volunteers are an important part of the work we do. Volunteers staff our Support Line and our qualified counsellors work on a voluntary and paid basis with survivors of rape and sexual abuse.

Youth and Family Services Manager

This is a new and exciting post, created in response to significant growth in our Youth and Family Counselling Service over the past two years. In this role, you will have a real opportunity to shape how we support children, young people and families as well as develop the integration with our adult counselling service to best meet the needs of younger adults (aged 18 to 24). The role brings together service management and clinical leadership, overseeing referrals, allocations and the counselling team and ensuring safe, high-quality clinical practice and supervision. It would suit someone with experience in both areas. If your experience is stronger in one than the other, we'd still like to hear from you, provided you can show a solid foundation and the commitment to develop. We're a small, supportive team and for the right person we will be excited to support your development and help you grow into the role.

Key responsibilities:

- Line management of the service coordinator/administrator
- Approving allocations to counsellors (with the assessor)
- Monitoring allocations and capacity
- Manage the waiting list
- Acting as the link with the adult counselling service and specifically ages 18 to 24 where the services overlap
- Managing counsellors
- Line managing the youth and family counsellors, covering caseloads, attendance and performance
- Overseeing recruitment, induction and ongoing development of practitioners

Supervision

- Overseeing clinical supervision arrangements in line with BACP requirements
- Liaising with supervisors (including concerns, issues, risk and requests for letters or reports)

Safeguarding and risk

- Service lead for safeguarding, making sure concerns follow RASASC procedure and are escalated to the CEO
- Monitoring risk
- Providing in house safeguarding training

Quality and compliance

- Monitoring quality of practice through case review, attendance and client feedback
- Maintaining Oasis records, including attendance and outcome measures (e.g. YP-CORE/CORE-10), ensuring these are complete and accurate
- Approving letters drafted by counsellors, with sign-off from the CEO where required, before they are sent
- Keeping youth and family policies and procedures up to date

Reporting outcomes

- Monthly reporting to the CEO and the Board
- Contribute to funding bids and renewals for the service

Training and outreach

- Deliver training (as required)

Clinical practice

- Potential to carry a small caseload and complete assessments (where appropriate)

Experience

Essential

- Full membership of BACP or equivalent
- Minimum counselling qualification (to Level 4 or above)
- 2/3 years CYP related experience in a therapeutic setting
- Confident, demonstrable experience of line managing staff
- Experience of managing services or teams
- Evidence of managing risk calmly and confidently.
- Willing to go above and beyond when needed to keep individuals, the work and the organisation safe
- Knowledge of working with sexual violence
- Knowledge of working with trauma
- Experience of managing and monitoring clinical outcomes and clinical measures/tools to demonstrate impact
- A commitment to working inclusively and a demonstrated awareness of working with diversity and overcoming potential barriers to our services
- Excellent organisational skills with proven ability to prioritise workload
- Excellent communication skills, written and verbal
- Experience of assessing and managing clinical risk and safeguarding
- Ability to deal with information in a confidential manner
- IT literate including Microsoft Office and email, Teams and Zoom video platforms
- Case Management Skills - ability to accurately maintain records
- Demonstrable experience, knowledge and compliance with the Data Protection Act and GDPR regulation
- Flexibility to support the service with occasional ad hoc additional requirements such as attending events, carrying out in-house induction and delivering training, as required. In all such instances, time off is taken in lieu.

Desirable

- Core training of level 5
- Post-graduate qualification (such as a Level 5 CYP qualification or equivalent) or core qualification with integrated CYP clinical practice
- Good relationship and interpersonal skills and the ability to deal with a diverse range of people
- Experience of working as part of a team
- Experience of delivering group interventions
- Experience of recruitment processes (e.g., interviewing experience)

Application

We are committed to equal opportunities, and we warmly encourage applications from all sections of the community particularly applicants from diverse groups.

The skills and experience listed above are not a checklist and combine what might traditionally be split into ‘essential’ and ‘desirable’ categories. We don’t expect anyone to tick every box, but we are looking for someone who feels comfortable with the requirements of the role and, where there are gaps, can demonstrate transferable skills and feels confident to develop in those areas

Interviews will be held in person date to be confirmed in January 2027, although arrangements for online interviews can also be made where necessary.

If you are interested in joining our team or if you have any questions about the role, please do give us a call as we would love to hear from you – contact us on 01483 568000 for more details or complete the application form.

Closing date for applications is Friday 8th January 2027 at 12 noon.

How to Apply: Please download the attached application form and equal opportunities form and email it to Liz Joyce admin@rasasc-guildford.org

Please note we do not accept CVs.