



South Yorkshire
Sexual Violence Partnership

Role Description – Referrals Administrator

Location:	Barnsley town centre
Contract Duration:	Initially to March 2028
Salary:	£27,590 (pro rata)
Hours of Work:	20 hours per week

This post is open to female applicants only *

About South Yorkshire Sexual Violence Partnership

South Yorkshire Sexual Violence Partnership (SYSVP) provides the South Yorkshire Independent Sexual Violence Advocacy (ISVA) Service which is commissioned by South Yorkshire Mayoral Combined Authority (SYMCA) and has achieved accreditation against the national ISVA quality standards.

The South Yorkshire ISVA service provides advocacy, practical and emotional support to survivors of sexual violence and abuse living in Barnsley, Doncaster, Rotherham and Sheffield who may or may not be accessing the criminal justice system.

In 2024/25, SYSVP received referrals for over 1600 victims of sexual violence living in South Yorkshire. In the same year, we provided ISVA support to almost 2300 people, many of whom were accessing the criminal justice system.

About the role

Barnsley Sexual Abuse & Rape Crisis Services (BSARCS) is the lead partner within SYSVP and is responsible for the overall management of the South Yorkshire ISVA service, which includes the management and administration of referrals into the service.

BSARCS has managed the referral hub since April 2025 and has robust processes in place which will help you to adapt quickly, however, this is a new position within the contract management team following an increase in the referral administration responsibilities of BSARCS as contract manager.

Those additional responsibilities mean that, as well as general administration of referrals, you will also be required to make initial contact with victims referred to us by South Yorkshire Police through 'public task' procedures, to explain the support available and to confirm whether they would like to access support from the ISVA service. The role responsibilities mean that the post holder will have access to information which is extremely sensitive and will be required to communicate directly with victims of sexual harm, who may be distressed.

Your work will be overseen by the South Yorkshire ISVA manager, also based in Barnsley, and you will have the day-to-day support of the existing business administration team.

You will receive regular line management supervision and will be offered regular clinical supervision to support your personal wellbeing and address any issues of vicarious trauma.

The post holder will be subject to an enhanced DBS check and Police Vetting (NPPV Level 2).

Role specific responsibilities

- To administer a high volume of referrals received through the South Yorkshire ISVA Service referral hub ensuring that, where appropriate, explicit consent has been sought
- To liaise with third party referrers in a timely manner where necessary
- To make contact with the victim to confirm they require support where a referral is received from South Yorkshire Police by way of automatic data transfer (under public task processes)
- To add client data and referral information to the SYSVP client record management system, ensuring all available information is recorded accurately
- To liaise with SYSVP partners around any queries arising from the administration of referrals
- To complete spreadsheets with client data, ensuring records are maintained about referral outcomes
- To provide details of unsuccessful referrals to partner agencies, including our commissioner

Additional responsibilities:

- To work as part of the wider South Yorkshire ISVA service and to contribute to the development of service policies, protocols, guidance and strategies

This role description cannot cover every eventuality or task that may arise within this position and the post holder will be expected to carry out other duties from time to time which are broadly consistent with the role.

Although the job description does not form part of an employment contract, any significant departures from the stated responsibilities will be agreed in consultation with the post holder.

About you (person specification):

In order to be considered for this position, your application must have:

- Excellent ICT skills and experience of working within a case management system and using Microsoft Office applications, including Outlook
- An ability to communicate effectively and sensitively, using a variety of methods, with a wide range of audiences

- Experience of working collaboratively with other agencies relevant to this work, including police, social care and mental health services
- An understanding of professional boundaries and confidentiality
- Experience of working effectively within a safeguarding framework
- An ability to work on your own initiative, prioritising work effectively and dealing responsively with changing and competing demands
- Personal resilience and an understanding of the impact of secondary or vicarious trauma
- A flexible and adaptable approach to work, with a willingness to take on new ideas and good practice

Ideally, you will also have:

- Experience of working with people who have experienced sexual violence and experience of working in a similar setting
- Knowledge of the criminal justice system
- An understanding of partnership working
- An understanding of the processes and barriers associated with help-seeking

Other information

SYSVP is committed to equal opportunities and welcomes diversity across our services. All partnership employees are required to adhere to our Equality & Diversity policies and to challenge discrimination wherever it is appropriate.

We strive to be as inclusive as is possible and look to recruit individuals with the right skills, experience and attitude – we're less concerned with your educational history and qualifications (unless the role requires it). However, for genuine occupational requirement reasons we are looking to appoint a female only for this post (exemption under the Equality Act 2010 Part 1 Schedule 9).