

Job Description and Person Specification

Job title	Manager of ISVA (Advocacy) Services
Location	London/Hybrid
Hours	Full-time 35 hours per week
Accountable for	Team Leader
Reporting to	Director
Salary	£40,921 pa

About Respond

Respond is a national charity supporting autistic people and people with learning disabilities who have experienced trauma, abuse, or institutional harm. We offer psychotherapy, advocacy, training, and systemic consultancy, with all services underpinned by trauma-informed principles.

Our Independent Sexual Violence Advocacy (ISVA) and wider advocacy services are a vital part of Respond's mission to challenge inequalities, improve access to justice, and support recovery and resilience.

Purpose of the Role

The Manager of ISVA (Advocacy) Services leads and develops Respond's specialist advocacy provision for people with learning disabilities and autistic people who have experienced sexual violence. A key focus is leading commissioned workstream, including strategic leadership of delivery, monitoring of impact, and proactive risk management. Ensuring high-quality, rights-based, trauma-informed advocacy that enables survivors to access justice, safety, and recovery.

The postholder will also lead the development and expansion of Respond's wider advocacy services. This includes identifying opportunities for growth, securing funding, and embedding consistent, accountable practice.

The Manager provides safeguarding lead cover for the advocacy team when required and is responsible for establishing and embedding robust data reporting systems, using insights and service data to inform continuous learning and improvement.

This is a strategic and operational leadership role. It carries accountability for the development, quality, and impact of advocacy services and for maintaining a culture of reflective, trauma-informed practice.

Key Responsibilities

1. Strategic and Operational Leadership

- Provide clear, values-led leadership to the ISVA and advocacy team.
- Lead the operational delivery of the commissioned workstreams and wider service delivery, ensuring client outcomes and contractual targets are met.
- Drive service development and improvement through reflective practice, consultation, and lived experience input.
- Contribute to Respond's business and strategic planning and target setting, holding responsibility for the Advocacy service
- Ensure high-quality clinical supervision is provided within Advocacy service.
- Ensure the service operates within allocated budgets and actively seek funding opportunities to sustain and expand the service.
- Responsible for working within agreed budgetary constraints and ensuring income targets are achieved.
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2. Commissioned Advocacy Workstream

- Manage the commissioned advocacy workstream, including oversight of delivery, impact reporting, and risk management.
- Represent Respond at relevant level within a pan-London Alliance.
- Ensure compliance with all data and outcome reporting requirements, including regular submissions to commissioners and relevant funders.
- Lead on the integration of learning from the programme into policy, practice, and internal training.

3. Team Management and Safeguarding

- Line manages the Advocacy Team Leader, ensuring quality case management, regular supervision, and development planning.
- Line manages direct reports, ensuring staff receive appropriate induction, support, supervision, and appraisals.
- Conduct regular performance reviews and support professional development through training, workshops, and continuous professional development (CPD) activities.
- Foster a collaborative, supportive, and inclusive team culture with a commitment to working within Responds' principals and values.
- Provide safeguarding lead cover for the advocacy team, escalating and responding to safeguarding concerns appropriately.
- Work collaboratively with the clinical lead to ensure risk is managed effectively and ethically.

4. Quality Assurance, Data, and Learning

- Establish and maintain robust data reporting systems to support service performance, risk monitoring, and outcome tracking.
- Ensure services meet ISVA national minimum standards, funder requirements, and internal policies.
- Translate data and service feedback into learning, adapting practice, and contributing to organisational improvement.
- Write high-quality reports for commissioners and funders.
- Collate service delivery information for reporting to the senior leadership team and trustees, including monthly updates and quarterly reports against operational plan and annual accounts information.

5. Policy, Practice, and System Change

- Lead development of internal advocacy practice guidance, safeguarding policies, and protocols.
- Represent Respond in national and regional forums, influencing policy and promoting the rights of autistic people and people with learning disabilities.
- Support external training, consultation, and thought leadership based on advocacy service insights.

Stakeholder Management

Develop and maintain links with professionals, community groups and other organisations, including corporate partnerships and businesses.

Develop opportunities for experts by experience to co-produce service development.

- Engage with a range of stakeholders, representing Respond as a clinical specialist with commissioners and funders
- Implement effective inter-agency practice, ensuring good lines of communication between relevant Respond staff and the client's support network.
- Contribute to the new and existing opportunities for growth in both commissioned services and grant-funded opportunities.
- Act as an ambassador for Respond at all levels and at all times.

Person Specification:

		Essential (E) Desirable (D)	Reviewed Application (A) and Interview (I)
Experience	Significant experience in advocacy, ISVA, safeguarding, or survivor services within complex or high-risk settings.	E	A
	Proven leadership or management experience in a multidisciplinary team or frontline service.	E	A & I
	Direct experience of supporting people with learning disabilities and/or autistic people	D	A&I
	Experience managing grant-funded projects or public contracts.	E	A&I
	Experience in safeguarding lead or delegated lead roles, including decision-making around high-risk concerns.	E	A&I
	Experience using data systems and performance dashboards to inform service delivery or reporting	E	A & I
	Experience of co-producing services or resources with people with lived experience.	D	A
	Background in training, toolkit development, or influencing professional practice in justice or safeguarding sectors.	D	A

	Experience of strategic engagement with funders, policy makers, or commissioning bodies	E	A&I
Skills	Excellent leadership and team management skills, with the ability to hold boundaries while promoting wellbeing and reflective practice.	E	A & I
	Strong project and contract management abilities, with experience in delivering outcomes to deadlines and budgets.	E	A&I
	Ability to analyse and interpret data for learning, impact reporting, and service improvement	E	A & I
	Excellent written and verbal communication, including the ability to prepare reports, briefings, and funding updates	E	A & I
	Confident in developing partnerships and influencing at a strategic level.	E	I
Knowledge	Strong understanding of ISVA national minimum standards, trauma-informed advocacy models, and legal frameworks for safeguarding.	E	A & I
	Knowledge of the criminal justice system and barriers to justice faced by disabled and neurodivergent people.	E	A & I
	Good working knowledge of GDPR, information governance, and risk management in frontline services	E	A & I
	Familiarity with commissioned services reporting systems or similar evaluation frameworks.	D	A&I

	Understanding of trauma-informed practice, intersectional disadvantage, and the importance of lived experience in service design.	E	I
	Commitment to upholding and modelling inclusive values in all aspects of work	E	

To Apply

Please send your CV and a cover letter (maximum 2 pages) outlining how you meet the person specification to: admin@respond.org.uk

Applications accepted on a rolling basis