

Team Leader of ISVA (Advocacy) Service

Recruitment pack
January 2026



Dear Candidate,

Welcome to Respond's Advocacy and Independent Sexual Violence Advocate (ISVA) Service and thank you for your interest in joining Respond as our Team Leader of ISVA (Advocacy) Service.

This is an exciting time for our organisation as we strengthen and expand our support for autistic people and people with learning disabilities who have experienced violence, abuse, or exploitation.

We are looking for a compassionate and confident team leader who can help lead high-quality, accessible advocacy, ensure the voices of survivors are heard, and contribute to a culture rooted in dignity, safety, and empowerment. If you have a passion for human rights and the skills and experience to join us in this next stage, we would be delighted to hear from you.

We hope this recruitment pack gives you a clear sense of who we are, what we stand for, and the impact you could make by joining our team.

Best wishes



Dr Fozuha Hamid
Director of Respond

About Respond

Respond is a national charity supporting people with learning disabilities and autistic people who have experienced abuse, violence or trauma. Respond offers psychotherapy and advocacy support and provides specialist trauma informed training for services.

Through specialist advocacy and therapeutic support, we support people to navigate complex systems such as criminal justice, social services and housing, and to cope with the impact of trauma, build healthy relationships and move forward with their lives.

We promote wider change and improve support available, we share our unique approach so others can implement trauma-informed practice across settings.

The London Sexual Violence Alliance

We form part of the London Sexual Violence Alliance. The Alliance brings together 225 years of expertise and experience and represents a bold, visionary and survivor-centred resource.

The Alliance consists of eight members. Seven are organisations that have historically, and or currently, provide support for victims/survivors. MOPAC is the eighth member, primarily sitting at the oversight and leadership governance level.

Note: each organisation continues to be an independent charity, so the Alliance is not a legal entity.

Read more about the Alliance: <https://respond.org.uk/working-together-for-londons-survivors-of-sexual-violence-and-abuse/>

Working in partnership

Respond works in partnership with three other charities committed to a society where everyone can enjoy the same rights and opportunities.

Bild, the Restraint Reduction Network and Bild Association of Certified Training are separate charities sharing a common set of values and vision for our society. Each charity has its own governance arrangements.

Where possible and appropriate, the charities share business support services, including communications, finance and human resources, enabling them to have greater collective impact. These are hosted by Bild, with service level agreements in place with each.



Respond's values

Our values guide us in all we do.



Respect

We are considerate about the thoughts, feelings, rights and opinions of everyone we connect with.



Safe

We build and develop ongoing professional relationships based on trust.



Inclusive

We bring together and reflect on a broad range of diverse contributions to drive our unique approach.



Empowering

We enable people to build on their strengths in order that they can achieve their goals.



Compassionate

We listen and understand that people's experiences may impact the way they relate to others.



About the role

Respond is recruiting a Team Leader – ISVA (Advocacy) Service to support the day-to-day delivery of our specialist advocacy and ISVA service for autistic people and people with learning disabilities affected by sexual violence, trauma or abuse.

This role combines operational leadership, case allocation and triage, supervision and quality oversight, alongside holding a small caseload of complex cases. You will help ensure high-quality, trauma-informed, neurodiversity-affirming advocacy in line with ISVA national minimum standards, safeguarding requirements and contract outcomes.

An accredited ISVA qualification is essential.

- The Team Leader - ISVA (Advocacy) reports to the Manager of ISVA and Advocacy Service.
- This is a permanent, full-time role, 35 hours per week.
- The salary for this role is £35,500 per annum.
- This is a hybrid role, requiring 2 days a week in the Respond office in Shoreditch, London.



Job description

Purpose of the role

The Advocacy Team Leader is a key operational leadership role responsible for the day-to-day delivery, coordination, and quality assurance of Respond's specialist ISVA and advocacy services for autistic people and people with learning disabilities affected by sexual violence, trauma, or abuse.

The role combines case management leadership, and direct advocacy practice, including holding a small caseload of complex cases. The postholder has responsibility for allocation and triage of referrals, oversight of risk and safeguarding within the advocacy team, and ensuring that casework is delivered in line with national ISVA minimum standards, Respond's safeguarding framework, and contractual requirements.

The Team Leader plays a central role in embedding trauma-informed, neurodiversity-affirming practice, supporting safe and reflective decision-making, and representing Respond in key operational and steering forums and working groups. And plays a vital role in building a culture of safe, accountable, and reflective practice and in ensuring advocacy services are delivered with care, consistency, and impact

Job description

Key responsibilities and duties

Case management, allocation and triage

- Hold operational responsibility for case management across the advocacy team, ensuring safe, timely, and appropriate progression of all cases.
- Lead the allocation of referrals, matching cases to practitioners based on risk level, complexity, skills, and capacity.
- Lead or oversee case triage, identifying:
 - safeguarding concerns requiring escalation
 - complex or high-risk cases
 - cases requiring multi-agency coordination
- Monitor caseload balance, case progression, and drift, and re-allocate cases where risk, complexity, or capacity changes.
- Act as a point of escalation for practitioners managing complex or high-risk cases, ensuring timely decision-making, oversight, and support.

Team supervision, support and development

- Provide day-to-day operational supervision to ISVA staff and other advocacy team members.
- Support safe and effective casework through regular supervision, reflective practice spaces, and informal check-ins.
- Contribute to onboarding, training, and ongoing professional development of team members.
- Promote a psychologically safe team culture that centres trauma-informed and neurodiversity-affirming values.

Casework and client support

- Hold a reduced caseload of complex cases, including survivors of sexual violence or exploitation.
- Support clients through all stages of the criminal justice system – including police interviews, court proceedings, and post-trial outcomes.
- Provide rights-based, person-centred advocacy that adapts to each client's communication style and needs.
- Liaise with families, carers, and external professionals to ensure joined-up, holistic support plans.

Quality Assurance, Data and Learning

- Ensure delivery meets quality standards and contractual obligations.
- Monitor data collection systems and contribute to monthly and quarterly reports.
- Identify risks, gaps, and themes arising from casework and escalate concerns appropriately.
- Contribute to audits, learning reviews, and reflective spaces for continuous improvement.
- To work with the Advocacy Services Manager around annual budgets and income targets
- Provide accurate and timely reports to the Advocacy Services Manager and/or stakeholders/ commissioners
- Ensure effective and consistent use of Respond's CRM

Multi-agency partnership and liaison

- Build positive working relationships with external stakeholders, including police, CPS, social care, schools, and health providers.
- Represent Respond at operational multi-agency meetings and case conferences.
- Champion inclusion and trauma-informed approaches across partner forums and professional networks.

Safeguarding and risk management

- Act as the first point of contact for safeguarding within the advocacy team, escalating high-risk concerns to the Safeguarding Lead.
- Ensure safeguarding and serious incidents are properly recorded, acted upon, and reviewed.
- Promote safe practice and risk awareness within the team.
- Ensure compliance with Respond's safeguarding, lone working, and information governance policies.



Person specification

(E) = Essential; (D) = Desirable

Knowledge

- Strong working knowledge of safeguarding legislation and best practice (Children Act, Care Act, statutory guidance). **(E)**
- Understanding of the criminal justice system and the barriers to justice faced by people with learning disabilities and autistic people. **(E)**
- Good awareness of trauma-informed and anti-oppressive approaches in advocacy or frontline support work. **(E)**
- Familiarity with ISVA minimum standards and survivor-centred practice models. **(E)**
- Knowledge of legal frameworks relating to capacity, best interests, or human rights. **(D)**

Skills

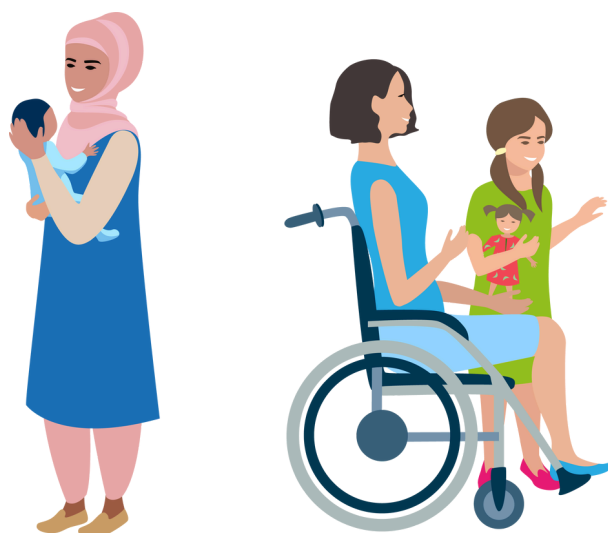
- Ability to provide supportive and accountable supervision in a high-risk, frontline service. **(E)**
- Confident in managing and triaging safeguarding, risk, and capacity issues. **(E)**
- Strong verbal and written communication skills, including accurate case notes and report writing. **(E)**
- Competency in using case management systems and monitoring tools for data reporting and quality assurance. **(E)**
- Excellent interpersonal skills and the ability to work across teams and with external agencies. **(E)**
- Ability to prioritise, multitask, and manage workload in a dynamic service environment. **(E)**

Person specification

(E) = Essential; (D) = Desirable

Experience

- Accredited ISVA qualification. **(E)**
- Experience in an ISVA, advocacy, safeguarding, or keyworker role supporting survivors of sexual violence or people at risk. (E)
- Experience working directly with autistic people or people with learning disabilities in a support, advocacy, or rights-based setting. (E)
- Experience supporting clients through the criminal justice system, including liaison with police and courts. (E)
- Experience of line management, supervision, or leading a team in a service delivery setting. (E)
- Experience of contributing to service monitoring, outcomes reporting, or audit processes. **(E)**
- Experience working with children, young people, or families affected by trauma, exploitation, or institutional harm. **(D)**
- Experience of delivering services funded by MOPAC or local authorities. **(D)**



Working at Respond

A great place to work

We want Respond to be a great place to work. We seek to be inclusive, family-friendly and trauma-informed in all we do.

Some of our colleague benefits include:

- Hybrid working, with 2 days a week at our Shoreditch office.
- Flexible working options.
- 28.5 days holiday (plus bank holidays) per year.
- Access to a workplace pension scheme, minimum 5% employee contribution and 3% employer contribution.
- Enhanced sick pay.
- Discretionary study leave to support training relevant to your role.
- Paid leave for colleagues who need to take a day off if a religious festival falls on a workday.
- Paid time off for dependents.
- Paid carer's leave.
- Paid volunteering leave.
- Access to our Employee Assistance Programme, with 24/7 GP telephone service and access to counselling.
- High street discounts via Mintago employee benefit scheme.
- Option to join salary sacrifice scheme for electric vehicles, childcare or cycle to work.
- Free access to financial advisers.



What if I don't meet every requirement?

Respond is an inclusive and collaborative organisation passionate about human rights and building a more inclusive society.

Respond is keen to encourage applications from a diverse range of candidates including people with lived experience. As an employer and organisation promoting the rights of people who may have experienced multiple discriminations because of (but not limited to) having a learning disability or being autistic, we celebrate diversity in all its forms.

If you are interested in this role but your experience doesn't perfectly align, we encourage you to apply anyway and demonstrate within your supporting statement how your skills and experience would transfer to this role.

Please let us know if there is anything we can do to support you to perform at your best during the recruitment process.

How to apply

Please send your CV and a supporting statement (maximum two pages) telling us how you meet the person specification to

admin@respond.org.uk

The closing date is **Wednesday 18 February 2026**.