

Role Profile: First Contact Navigator

Role Title:	First Contact Navigator
Hours:	35hrs per week, Monday-Friday
Salary:	£25,206 per annum
Contract:	Fixed term to September 2026 (possible extension subject to funding)
Annual Leave Entitlement:	28 days per annum plus statutory Bank Holiday entitlement
Responsible To:	ISVA Manager, Cambridge Rape Crisis Centre
Location:	Cambridge with some travel required across Cambridgeshire and Peterborough

Key information:

- We require the post hold to be female under Genuine Occupational Requirement (GOR), Schedule 9 (Work; Exceptions), Part 1 (Occupational Requirements), of the Equality Act (2010).
- The post is subject to an enhanced Disclosure and Barring Service (DBS) check.
- The post involves flexible working hours in order to meet the needs of the service when required.
- The post is based within Cambridge Rape Crisis but is part of a countywide support service for survivors of sexual violence. This service is provided by the Cambridge and Peterborough Rape Crisis Partnership (CAPRCP), a partnership of two independent sexual violence charities: Cambridge Rape Crisis Centre (CRCC) and Peterborough Rape Crisis Care Group (PRCCG).

Main Purpose of the post:

The purpose of the First Contact Navigator role is to support the smooth delivery of services for survivors across the CAPRC partnership by ensuring all new referrals received Cambridge Rape Crisis are managed sensitively and efficiently. The Navigator will act as the first point of contact for survivors and referrers alike and play a key role in ensuring those accessing support are able to do so in a way that is safe and meets their individual needs. The Navigator will support survivors and/or their parents and carers through an initial risk and needs-led assessment process, ensuring the organisation has a good awareness of their circumstances. They will demonstrate a high level of empathy and care, offering initial support, information and advice to survivors and meeting any immediate needs prior to allocating individuals for ongoing support.

Duties and Responsibilities:

- Communicate information about the Cambridge and Peterborough Rape Crisis Partnership to survivors and professionals who may wish to refer in for support.
- Manage incoming professional and self-referrals into the Cambridge and Peterborough Rape Crisis Partnership.
- In line with relevant data protection legislation and CAPRCP 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 intake processes, including signposting and/or onwards 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 worker's/partnership services.
1. Quality Assurance, the First Contact Navigator will be required to:
 - Maintain confidential client records, sharing and managing information in accordance with CRCC and/or PRCCG Policies 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 Review Meetings and Clinical Supervision.
 2. 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 CRCC's organisational policies and procedures.
 - Support the smooth running of other CRCC/CAPRCP 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 ISVA Manager or Director.

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:

Short-listing and subsequent selection for this post will be determined by the extent to which you meet the requirements detailed in this person specification. You should try to demonstrate on the application form the extent to which you satisfy each of the criteria of this 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 CAPRCP in all aspects of work. • Ability to be adaptable and responsive to the changing needs of the organisation/partnership. • 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 as a whole. 	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 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 come into contact with. • 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
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