

Job Description and Person Specification: Female Helpline Advisor*

Reporting to:	Outreach Projects Team Lead
Location:	Woking
Salary:	£25,750 pa
Special Conditions:	Emergency Out of Hours shifts on-call by rota/Ad Hoc OOH Helpline Shifts. Additional shift allowance paid.
Hours:	Full time 36 hours per week Monday to Friday (8.45am to 5pm Monday to Thursday and 9am to 5pm Friday with one hour for lunch unpaid)

A full, clean driving licence and use of a reliable car for work purposes is essential. Post holders must live within maximum 45 minutes driving distance from our offices in Woking so that occasional emergency on call rota responsibilities can be fulfilled in the rare event of callout required to premises for urgent support.

Please note that this job description is not a definitive list of tasks but is designed to give an overview of the role. All employees are expected to undertake reasonable additional duties as required and to understand that job descriptions develop and change over time.

* Due to the nature of the role, this post is open to female applicants only and is exempt under Schedule 9 Part 1 of the Equality Act 2010.

Purpose

To ensure the delivery and development of a high-quality helpline and online chat service.

Service Provision

- Along with the other Helpline Advisor, be responsible for the general day to day running of the Helpline and online Chat Service, ensuring that the service provided is to the highest possible standard.
 - Cover a daily helpline/chat shift (4 hours) providing emotional and practical support to callers; support the refuge referrals process; finding alternative refuge space; signposting; providing guidance to other agencies (eg Social Services, Children's Services; Police etc.).
 - Ensure smooth and efficient handovers of each helpline shift.
 - Ensure all calls are logged promptly and accurately on the case management system in line with relevant confidentiality and GDPR requirements.
 - Ensure appropriate cover for helpline shifts (both daytime and out of hours) and keep the services diary updated.
 - Review and update on a regular basis relevant helpline related policies/procedures/paperwork in line with best practice.
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- Provide ad hoc cover for Out of Hours Helpline shifts along with other front-line members of staff when volunteers are not available.
- Ensure awareness of and work within Your Sanctuary policies, practices and guidelines.

Volunteer Supervision and Training

- Run helpline training evenings (via Zoom) for new volunteers.
- Undertake training/shadowing/induction processes for new helpline volunteers.
- Support and manage a team of helpline volunteers.
- Work with colleagues to develop effective training materials, ensuring that these are kept updated in line with best practice and changes in legislation.

Service Development

- Work with colleagues to identify areas of service improvement and development and implement new systems as required (eg. text/email contact with service users)

Other

- Maintain relevant service user statistics as required by Your Sanctuary leadership team, colleagues, funders and others.
- Ensure continual awareness of developments in legislation and policy which are relevant to the needs of clients, and have a commitment to continual professional development.
- At all times to work in a safe and efficient manner, be aware of Your Sanctuary's health and safety policies.
- Where appropriate, participate in addressing the risks identified in the health and safety annual audit.

Person Specification – skills and experience

- Experience of answering calls on a helpline within a charity environment (on an employed or voluntary basis).
- Experience of working in a charity, or similar organisation, supporting vulnerable people (on an employed or voluntary basis).
- Ability to work under pressure and take calls of a distressing nature
- Experience of running training sessions and developing training material
- Experience of training new employees/volunteers.
- Experience of working with/supervising volunteers would be an advantage.
- Excellent communication skills – both oral and written.
- Strong IT skills – including but not limited to word/excel/outlook/powerpoint and knowledge/understanding of social media and web-based systems.
- Ability to build effective working relationships.
- Excellent organisational skills and ability to prioritise.
- Non-judgemental and empathetic.
- Knowledge of domestic abuse and delivery of services to support survivors would be an advantage.

Continued

Demonstrate Your Sanctuary Team Values

Compassion – to have an understanding of the experiences of survivors of domestic abuse and others coupled with a determination to support and help

Empowerment – to work alongside survivors and colleague to achieve autonomy, self determination, and space for action

Collaboration – working together with survivors, colleagues, agencies and the wider community to achieve our aims

Non-judgemental – to be accepting, understanding and respectful of other's experiences, decisions and values

It is important that the post holder has the required personal attributes and holds values and ethics in line with those held by YS. As a result, applicants may still be considered for the post if they have alternative experience, qualifications, skills and knowledge which do not directly match with the above requirements.

All post holders will be required to have a DBS check at the appropriate level (generally Enhanced with Barred lists where legally required). Applicants will also need to satisfy the interview panel that they have an objective distance from any personal experience of abuse.