

#

|  |
| --- |
| **Female\* DUTY TRIAGE WORKERS**Are you looking for a dynamic and rewarding role working to support to women and girls who are being or at risk of being subjected to Domestic Abuse? We have exciting opportunities for **Female\* Duty Triage Workers** to join our team based in **Bristol**, t**his is a fantastic opportunity to join our passionate and dynamic team.** **We have the following positions available:*** **Full-time, permanent basis working 37.5 hours x 2 roles**
* **Part-time, permanent basis working 18.75 hours x 1 role**

This includes some Saturday working and participation in an out of hours (home based) telephone rota and in return, you will receive a competitive salary of **Point 12** **£26,421** **per annum** (pro rata for part-time staff) and benefits. Established in 1999, **Next Link** is the leading provider of domestic abuse services to women and children in Bristol and South Gloucestershire. At Next Link we are committed to providing holistic, empowering and personalised support and advocacy to women and children experiencing domestic abuse.**We are looking for outstanding individuals who have a passion for** supporting victims of domestic abuse. **If you who have professional knowledge and experience of working with domestic abuse and violence issues and are highly self-motivated, we would love to hear from you.** **In return for joining us, we will offer you:*** Up to 30 days annual leave (depending on length of service)
* 3 extra holidays including International Women’s Day
* Excellent development and training opportunities
* Employer pension contribution (minimum 5% of your gross salary)
* Mindful Employer Plus Scheme
* Cycle to Work Scheme
* Long Service Awards
* Wellness Awards
* Staff Recognition Awards

**About the role:** Our **Female Duty Triage Worker** is responsible for providing a high-quality telephone crisis response service providing advice, information, advocacy and support to women and children experiencing domestic abuse; families; professionals and other users of the Next Link helpline. The role involves empowering survivors to increase their options, make positive choices/decisions, increase their confidence, safety and recovery. **Key duties and responsibilities of our Female Duty Triage Worker:*** Answer Duty Helpline calls, responding to women and families experiencing domestic violence by providing support, advice, practical and emotional help.
* Provide a triage service ensuring initial needs and risks are assessed and understood, carry out short term risk management, safety planning; identify and refer to services appropriate to their needs
* Provide high-quality telephone or face to face crisis intervention, information, advocacy and support, in respect to criminal and civil remedies, housing, health, welfare rights and other appropriate interventions
* Advise women of their rights and options for seeking help and support from other agencies to ensure barriers to accessing support and protection are minimised
* Maintain up to date, accurate, legible and accessible records of all work and contact with service users, other agencies/professionals and others, ensuring that they meet the requirements of data protection, confidentiality and the Advice Quality Standards.

This is not an exhaustive list of your duties and outlines the general ways in which it is expected you will meet the overall requirements of this post.**What we are looking for in our ideal Female Duty Triage Worker:** * Numeracy and literacy to GCSE level/NVQ 2 or equivalent
* Experience of providing telephone or 1-1 support to vulnerable people
* Evidence of the ability to assess the needs of callers experiencing domestic violence.
* Evidence of a methodical and well organised approach to work
* Evidence of the ability to build effective relationships, both internally and externally with a wide range of statutory and voluntary agencies
* -The ability to provide respectful, non-judgemental, and confidential support to women and their children.
* Ability to work as part of a team demonstrating a flexible approach including a commitment to being part of a rota and on-call system
* Ability to maintain accurate and up-to-date records and to communicate using common Microsoft Office packages
* The ability to deal with and diffuse crisis and emergency situations in a professional and effective manner.
* Understanding of the diverse needs of women/ families experiencing domestic violence

If you are passionate about ensuring vulnerable women have a safe, comfortable place to live, please apply **now** to join us as our **Female Duty Triage Worker** and contribute to the valuable work Next Link and its wider services, delivering hope and support to survivors of domestic violence and abuse.**How to apply:**Pleasedownload the application pack from our website and complete the application form. Please submit your application by **9am Thursday 28th March 2024.**  Please do not send CVs. Interviews will be held on **w/b 2nd April 2024 .** hr.enquiries@missinglinkhousing.co.uk [www.nextlinkhousing.co.uk](http://www.nextlinkhousing.co.uk) |

*Next Link is committed to safeguarding and promoting the welfare of children, young people and adults at risk of abuse, and expects all staff and volunteers to share this commitment. Next Link is committed to Equal Opportunities. \*Due to the specific requirements of this role, this post is exempt under the Equality Act (2010), Part 1, Schedule 9
(Genuine Occupational Requirement.)*