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**Next Link Person Specification**

**Duty Triage Worker**

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|  | **Essential** | **Desirable** |
| Skills and experience | * 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. (Active listening and questioning skills) * Evidence of the ability to communicate clearly and concisely, including the ability to listen actively and match communication to the needs of the recipient * The ability to respond effectively in a crisis situation * Undertake effective short term casework management with 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, to achieve outcomes for service users * 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 with colleagues and stakeholders using common Microsoft Office packages, e.g. Word, Excel, Outlook and other IT software * The ability to deal with and diffuse crisis and emergency situations in a professional and effective manner. * Evidence of the ability to work within a demanding and busy environment and be able to work on own initiative with minimal supervision | * Ability to apply psychologically informed practice * Ability to work with a recovery focused approach * Experience of working with women who have survived domestic abuse * Experience of carrying out needs and risk assessments |
| Knowledge | * Understanding of the diverse needs of women/ families experiencing domestic violence * Knowledge of housing, criminal, civil and welfare rights legislation relating to domestic violence * Knowledge of health and safety issues specific to women fleeing domestic abuse * An understanding of safeguarding relating to vulnerable adults and children, including how and when to report concerns |  |
| Values | * A commitment to the Victim’s Code of Practice * An understanding and commitment to meeting the needs of vulnerable women * Commitment to diversity and equal opportunities at work * Commitment to service user participation and involvement |  |
| Other | * Be available and committed to be part of the out of hours on call rota and work flexibly including some evening and Saturday mornings on a rota basis |  |

***\*Due to the specific requirements of this role, this post is exempt under the Equality Act (2010), Part 1, Schedule 9 (Genuine Occupational Requirement.)***