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| **JOB DESCRIPTION:  Helpline Sessional Support Workers** | WA Logo - No Web Address |

**Reports to** Manager of Direct Services  
  
**Location**  Bristol  
  
**Salary**  £13.31 per hr.  
  
**Contract**  Sessional Worker

**MAIN PURPOSE OF POST**To contribute to the delivery of a high quality 24 Hour National Domestic Violence Helpline by providing support and information to women and children who are living with or fleeing domestic violence, their friends, family members, colleagues or professionals working on their behalf, by telephone, e mail and other forms of communication.

**DUTIES AND KEY RESPONSIBILITIES**

**HELPLINE OPERATION**

* To provide consistent telephone availability by working to the agreed rota for 24/7 cover of the Helpline service
* To provide support and information for women and children who are at risk of domestic violence, including arranging emergency accommodation or referral to other sources of help and specialist support
* To provide information on help available at national or local level to women and children living with or fleeing domestic violence, their friends, family members, colleagues or professionals working on their behalf.
* To respond to written, e mail and voice mail requests for information and support, as required with responses that conform to Women’s Aid agreed policies and procedures and quality standards.
* To use UKROL and all other Helpline databases and sources of information available when responding to Helpline callers.

**COLLECTION AND MAINTENANCE OF INFORMATION**

* + To ensure that all calls received or made while working on the Helpline are monitored and recorded in line with National Helpline Data Collection and Monitoring policies and procedures, using electronic and paper monitoring systems as required
  + To maintain and update information sources as required to ensure that all information given to Helpline callers is accurate and up to date and is in keeping with National Helpline Quality Standards.
  + To regularly collate and update relevant contact or other information for Routes to Support and all other Helpline databases.
  + To carry out daily calls to refuge service providers on Routes to Support , to remind them to update their vacancy information, as required.
  + To ensure that all necessary information on callers is handed over to colleagues at the end of each shift, maintaining written or electronic records to support this.
  + To research and record information for callers as necessary, passing any relevant information on to the Senior Support Workerfor dissemination to other relevant staff in National Office.
  + To assist with the preparation of statistical reports as requested

**HELPLINE PROMOTION AND SUPPORT**

* To participate in promotional activities for Helpline, as required, including dissemination of Women’s Aid publications and promotional materials
* To participate in ongoing training activities, including assisting with induction of new Helpline Shift Support Workers, and volunteers, as required by the Senior Support Worker or Helpline Manager.

**GENERAL**

* + To contribute to team meetings and organisational priorities, to prepare and participate in supervision and appraisal.
  + To take direction on projects and priorities from your line manager which may vary from time to time.
  + To carry out word-processing, filing, and administrative tasks necessary to comply with the job description.
  + To assist in the organisation of conferences or events organised by Women’s Aid., if required
  + To abide by all organisational policies, codes of conduct and practice, and to work within a framework of equal opportunities and anti-discriminatory practice.
  + To be flexible within the broad remit of the post.
  + To provide appropriate responses and support to survivors of domestic violence or specialist service providers in the delivery of this job description, as required

**OTHER**

* The job description for this post will be reviewed annually to meet organisational priorities
* The post holder is required to work flexibly on a 24/7 shift rota which includes regular unsocial hours

**PERSON SPECIFICATION:**

**Helpline Sessional Support Workers**

**PERSON SPECIFICATION:**

**EXPERIENCE**

**Essential:**

* Previous experience of providing an advice, support or information service
* Experience of using computer databases

**Desirable:**

* Experience of delivering services for women experiencing domestic violence or similar services for people who are in need

**SKILLS & ABILITIES**

**Essential:**

* Good written and verbal communication skills including an excellent telephone manner.
* Ability to deliver a wide range of practical support and information to women, often in crisis situations with complex needs.
* Proficient in word-processing and the use of spreadsheets and databases, preferably in a Windows environment and use of email and internet.
* Ability to gather and disseminate information in a variety of formats
* Ability to liaise and communicate effectively, assertively and diplomatically with a broad range of contacts, including professionals and statutory agencies
* Ability to work sympathetically and appropriately with survivors of domestic violence and specialist service providers.

**KNOWLEDGE**

**Essential:**

* Basic knowledge and understanding of the experiences and effects of domestic violence on women and children.

**Desirable**

* Knowledge of the rights and options available to women and their children living with and fleeing domestic violence including basic knowledge of relevant legislation.
* Knowledge of the role of refuge and support services in meeting the needs of women and children.

**EDUCATION/TRAINING**

* No specific requirements for this post

**OTHER REQUIREMENTS  
Essential:**

* Able to demonstrate a commitment and sensitivity of the aims and objectives of Women’s Aid;
* Commitment to anti-discriminatory practice and equal opportunities;
* Willingness to work to a flexible rota shift pattern, operating 24 hours a day, 7 days a week.

**SUMMARY OF TERMS AND CONDITIONS OF EMPLOYMENT**

**Terms of appointment:** Confirmation of appointment will be subject to the satisfactory completion of a probationary period. This will normally be of six months (less for short term contracts). During this time an employee will be expected to establish their suitability for the post. During the probationary period employment may be terminated in writing, giving one week's notice by either party (this may be waived by mutual agreement). Only any statutory dismissal procedure will apply during the probationary period. There is no probationary period for contracts of under 3 months.

**Salary:** £13.31 per hour  
  
**Working hours:**  Flexible working, including evenings and weekends

**Support and supervision:** Women’s Aid has a commitment to providing regular supervision and support to staff with annual appraisals forming a key part of staff development. We have a training policy in place and encourage staff to take an active role in their career development plan.

**Pension:** Women’s Aid is enrolled with the People’s Pension scheme. Women’s Aid normally contributes 7% of salary and the employee contributes 3% towards the group pension scheme. Eligible staff will be automatically enrolled on the scheme when they have successfully completed the 3 month interim probationary review. .

**Annual Leave:** Women’s Aid offers an annual leave entitlement of 25 days per year rising by one day per year until 30 days annual leave per year is reached. In addition, we offer 8 days public holidays plus 2 additional days in March and August. All leave entitlement is calculated pro-rata for part time employees.

**Other leave:** Employees have contractual rights to time off for reasons of sickness, maternity and other circumstances.

**Period of notice:** N/A

**Union:** You have a right to membership of a trade union. Women’s Aid recognises Unison.

**Asylum and Immigration Act 1996:** To confirm your right to work in the UK, Women’s Aid will need to see the original of at least one document from a specified list (available on the gov.uk website). Most commonly this is a British Passport.

Additional information is available on request.