



Job Description

Job Title	Domestic Abuse Helpline worker
Responsible to	Specialist Support Services Manager
Direct reports	None
Working pattern	9.00am – 5.00pm Monday - Friday

As a BWA Domestic Abuse Helpline worker your job will be, as part of a team, to answer calls, respond to voice messages, respond to emails and webchats on the BWA Domestic Abuse Helpline.

Key tasks are to provide a high-quality service, which includes:

1. Helpline support in the form of active, non-judgemental listening, risk assessment, safety planning, and signposting advice
2. Support to agencies and other stakeholders
3. Promotion of the services offered by BWA
4. Working in line with BWA ethos and values.

Your role is to empower our clients, keeping the safety of survivors and their children central to our interventions. We are looking for an individual who is able to work in a fast-paced environment and is committed to responding professionally to a wide range of callers, victims, survivors and professional agencies.

What will you do?

1. You will respond to phone calls, emails, webchats and voice messages from survivors, professionals, families and friends about domestic abuse.
2. You will carry out risk assessments, signpost or refer and give appropriate safety planning advice to those seeking help.
3. You will also collect monitoring data, on all calls, email, chats, and other enquiries as required.
4. You will complete administration tasks each shift and after every contact.
5. You will help to build capacity of the helpline through the communication strategy, such as social media posting.
6. You will attend supervision, line management and other meetings as agreed with your manager.
7. You will adhere to all BWA policies and procedures.
8. You will work cooperatively as part of the BWA team to develop high quality services and contribute to organisational development.



This list is a guide to the tasks of the role and is not exhaustive. We need someone in this role to respond flexibly to the needs of our helpline service to survivors and professionals.

Person Specification	Essential or Desirable	Assessment Method*
<ul style="list-style-type: none"> Knowledge of safety and risk issues facing people experiencing domestic abuse and violence. 	E	A
<ul style="list-style-type: none"> Experience of working on a helpline providing a support service to vulnerable people 	E	A/I
<ul style="list-style-type: none"> Evidence of the ability to work with individuals from all backgrounds, including an understanding of how to provide services appropriate to diverse client groups e.g. BAMER and LGBT+ clients 	E	A/I
<ul style="list-style-type: none"> Knowledge of the impact of all forms of domestic abuse on survivors and their children, including honour-based abuse, forced marriage and FGM 	E	A/I
<ul style="list-style-type: none"> Able to work with a range of stakeholders to develop professional working relationships to support clients. 	E	A/I
<ul style="list-style-type: none"> Be calm and deal with pressured situations enabling you to plan and prioritise work. 	E	A/I
<ul style="list-style-type: none"> Be a team player and be able to seek support and guidance when necessary. 	E	I
<ul style="list-style-type: none"> Be proficient in use of webchat, social media, MS Office and case management software. 	E	A/I
<ul style="list-style-type: none"> Be committed to the work of BWA, putting the survivor at the centre of services and empowering them to rebuild their lives free from abuse. 	E	I



***Assessment method:**

A: Application I: Interview

Notes

- 1) This post is subject to the Rehabilitation of Offenders Act (Exceptions Order) 1975. Due to the nature of our work it will be necessary for an enhanced disclosure to be made to the Disclosure and Barring Service for details of any previous criminal convictions which are not protected under the Act.
- 2) Occupational Requirement under Schedule 9 (part 1) of the Equality Act 2010 applies.