



Job Description

Job Title	Domestic Abuse Helpline Worker
Responsible to	Specialist Support Services Manager
Direct reports	None
Working pattern	22.5 hours per week: three days per week and alternate Saturday mornings

As a Domestic Abuse Helpline Worker, your job will be to answer calls, respond to voice messages, live chat and emails on the BWA Domestic Abuse Helpline. The BWA Helpline provides a vital first point of contact for survivors seeking support, as well as advice and information for professionals.

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 as part of a team and is committed to responding professionally to a wide range of callers, victims, survivors and professional agencies.

BWA provides full induction and training to new team members to develop the skills required for this specialist role.

What will you do?

1. Respond to phone calls, emails, live chat and voice messages from survivors, professionals, families and friends about domestic abuse.
2. Carry out risk assessments, signpost or refer and give appropriate safety planning advice to those seeking help, completing referrals into BWA services where required.
3. Collect monitoring data, on all calls, email and other enquiries as required.
4. Complete administration tasks each shift and after every contact.
5. Help to build capacity of the helpline through the communication strategy, such as social media posting.
6. Attend supervision, line management and other meetings as agreed with your manager.



7. Ensure that the needs of all survivors are respected, especially those who face barriers to accessing services because of ethnicity, sexuality, disability or other hard to reach groups.
8. Work within and support BWA's policies and procedures, including maintaining confidentiality and professional boundaries across all of your work.
9. Be the voice of the clients and children we represent by ensuring that their experiences are accurately reflected and that complaints are dealt with via the BWA complaints policy.
10. Ensure that any safeguarding issues for children or vulnerable adults are raised immediately with BWA management as per BWA policies.
11. Work cooperatively as part of the BWA team to develop high quality services and contribute to organisational development.
12. Be an active member of the team, helping to cover the work of the team during absences, vacancies or when a colleague is under pressure, and liaising and coordinating with colleagues to provide an effective and cohesive service for clients. Share previous experience, skills and knowledge which may be relevant to the team in providing its service.

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"> A good standard of written work and verbal communication skills 	E	A/I
<ul style="list-style-type: none"> Knowledge of safety and risk issues facing people experiencing domestic abuse and violence. 	D	A
<ul style="list-style-type: none"> Experience of working on a helpline providing a support service to vulnerable people 	D	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. Black, Asian and Minoritised Communities and LGBTQ+ 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 	D	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. 	D	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.