

21 Avenue Road, Southall, Middlesex, UB1 3BL

T: 020 8571 9595 · F: 020 85746781 · info@southallblacksisters.co.uk

www.southallblacksisters.org.uk

|  |
| --- |
| JOB DESCRIPTION |

|  |
| --- |
| DOMESTIC VIOLENCE HELPLINE ADVISER  |

|  |
| --- |
| Job Purpose |

|  |
| --- |
| To provide high quality and comprehensive telephone advice, information and support in relation to violence against black and minority [BME] women and children across the United Kingdom. |
| To provide telephone and occasional face to face advice.  |
| To assist with educational, developmental, policy and campaigning work arising from SBS casework. |

|  |
| --- |
| Responsible to |

|  |
| --- |
| Crisis Intervention Team (CIT) Supervisor, Senior Managers and Director. |

|  |
| --- |
| Hours of Work |

|  |
| --- |
| The standard working week for this post is 35 hours per week, 9am to 5pm. Monday to Friday. However, on occasions some flexibility may be required to deal with emergencies or to meet deadlines and in this regard some evening or weekend work may be required. |

|  |
| --- |
| Salary Scale |

|  |
| --- |
| Salary range from £19,634 to £25,292 (incl. OLW) per annum |

|  |
| --- |
| Commitment |

|  |
| --- |
| The Adviser must be committed to the aims and objectives of Southall Black Sisters (SBS) and working in the voluntary women’s sector generally. The Adviser must be willing to work under pressure in a demanding environment. |

|  |
| --- |
| Duties and responsibilities |

|  |  |
| --- | --- |
| 1 | To provide information, advice and support to callers in relation to gender based violence such as domestic violence, forced marriage, transnational marriage abandonment, rape and sexual abuse, honour based crimes and related issues such as immigration/asylum and no recourse to public funds, matrimonial and children, housing and homelessness, mental health and financial matters.  |
| 2 | To respond to all letters and emails from enquirers needing advice or information and support on violence against women and related issues.  |
| 3 | To approach enquiries in a thorough and analytical way following SBS policies and procedures to meet Quality Standards.  |
| 4 | To be able to manage a high volume of calls for advice and undertake urgent emergency tasks related to casework in a demanding environment (This will include liaising with relevant professionals and agencies such as refuges, solicitors, social workers, police officers etc.). |
| 5 | To research and keep informed of new legislation and changes to existing law and policy on law and issues affecting BME women and primarily all forms of gender based violence and related issues. |
| 6 | To maintain accurate and up to date data entries and to collate data and statistics for daily reports to CIT Supervisor.  |
| 7 | To make referrals to women’s refuges and other appropriate agencies. |
| 8 | To provide a full helpline advice service and assist in the running of the CIT. |
| 9 | To provide appropriate information to agencies or professional enquirers and/or direct enquiries to appropriate staff. |
| 10 | To keep accurate and clear records of all enquiries received and advice given. |
| 11 | To prepare reports on enquiries and calls received where necessary. |
| 12 | To assist in publicising SBS helpline services. |
| 13 | To assist in developing and meeting quality standards in relation to the CIT. |
| 14 | Where necessary to obtain training and accreditation to meet quality standards and to perform your role as a competent advisor.  |
| 15 | As and when directed, refer appropriate enquiries for the SBS No Recourse Fund (NRF) and assess eligibility.  |
| 16 | To assist, in the development and maintenance of excellent administrative and IT systems for advice, CIT and advocacy work.  |
| 17 | To attend training, supervision and staff meetings as and when appropriate. |
| 18 | Where necessary to assist with in training volunteers, in matters relating to the helpline. |
| 19 | To meet deadlines for the purposes of information gathering, monitoring, evaluation, policy, research and training purposes. |
| 20 | As and when directed, to refer enquirers and users to SBS counselling and support group services. |
| 21 | Be self-servicing and assist other advocates and staff when required. |
| 22 | To participate in SBS activities when required and undertake any additional duties which will contribute to the smooth running of the centre, services, projects and campaigns. |

|  |
| --- |
| General Duties and Responsibilities |

|  |
| --- |
| The Adviser will be expected to be self-servicing and to carry out their own administration, but the following duties will be undertaken with supervision and where necessary with other members of staff: |
| 1 | Contribute to the smooth running of the centre and its services. |
| 2 | Assist in development, research, policy and media work where required. (Although primary focus is on providing helpline services.)  |
| 3 | Assist with reception and office administration duties. |
| 4 | Assist with maintaining the premises to comply with health and safety requirements, including but not limited to any additional requirements in relation to Covid-19.  |
| 5 | Provide advice and information on the Helpline and assist in funding applications and monitoring reports. |
| 6 | Assist with the maintenance of accurate and clear financial and accounting systems. |
| 7 | Provide regular progress reports to the Advocacy Manager and the Director as and when required. |
| 8 | Attend staff management, training, supervision and other meetings when required. |
| 9 | Assist in maintaining high standards in all aspects of the organisation’s work, this includes complying with and promoting issues of confidentiality, equal opportunities and other policies and procedures of the organisation. |
| 10 | To actively contribute to the organisation’s cohesion, encouraging cross-team working and problem-solving approaches |
| 11 | To take a personal responsibility to keep up to date with issues (including law and policy changes) affecting BME women and the work of the organisation |

|  |
| --- |
| PERSON SPECIFICATION |

|  |
| --- |
| The person appointed to this post must demonstrate that she has the following general characteristics, skills, knowledge and experience. Essential criteria is indicated by **(E)** and desirable by **(D).** |

|  |
| --- |
| General |

|  |  |
| --- | --- |
| **(E)** | Must have valid work permit documentation showing expiry dates and hours available to work. |
| **(E)** | Must be able to approach enquiries in analytical way and be thorough in dealing with them in order to meet the high standards required by SBS. |
| **(E)** | Must be willing to respond to a high volume of enquiries in a timely and professional way, in a demanding environment. |
| **(E)** | Commitment to the aims, objectives and working practices of SBS. |
| **(E)** | Have knowledge and awareness of issues affecting BME women, especially in respect of violence against women, state responses, racism and religious and cultural constraints. |
| **(E)** | Commitment to challenging poverty and all forms of inequality and injustice. |
| **(E)** | Commitment to creating and maintaining secular spaces necessary to build solidarity across different ethnic and religious backgrounds. |
| **(E)** | Be able and willing to work after hours where required, e.g. to ensure any urgent enquiry is concluded in a satisfactory manner. |
| **(E)** | Have an understanding and commitment to shared responsibility in a team context (including covering in cases of emergency) and be able to put this into practice |
| **(E)** | Be willing to undertake general reception and administration duties if required. |
| **(E)** | Be willing to take all necessary steps to ensure the safety of users by undertaking necessary assessments, providing practical support and taking any other steps to support CIT and advocacy services.  |

|  |
| --- |
| Experience |

|  |  |
| --- | --- |
| **(E)** | Have experience of working with women, especially BME women in a voluntary or paid capacity  |
| **(D)** | Have experience of giving advice on a telephone helpline or in a position offering advice and support. |
| **(D)** | Have knowledge of the law and policy in relation to gender based violence and related issues such as immigration and homelessness.  |
| **(D)** | Have experience of liaising with a range of professionals and agencies |

|  |
| --- |
| Skills |

|  |  |
| --- | --- |
| **(E)** | Be able to speak Punjabi or, Hindi or Urdu fluently |
| **(E)** | Have good listening skills to communicate with both vulnerable clients and professionals. |
| **(E)** | Understand the overriding importance of confidentiality in relation to the users, staff and the organisation. |
| **(E)** | Be able to provide non-judgemental advice. |
| **(E)** | Be able to demonstrate empathy for the issues and barriers faced by BME women. |
| **(E)** | Understand the significance of racism and cultural and religious pressures as barriers affecting the choices that BME women can make about their lives. |
| **(E)** | Be able to work on own initiative and as part of a team without close supervision. |
| **(E)** | Be able to maintain professionalism when dealing with enquiries and cases which may be stressful and demanding. |
| **(E)** | Be able to work effectively under pressure including prioritising workload and meeting deadlines. |
| **(E)** | Be willing to provide face to face advice and information when necessary.  |
| **(E)** | Be able to respond positively to change. |
| **(E)** | Good level of IT proficiency, including a working knowledge of Microsoft Office. |
| **(E)** | Have good administration skills. |
| **(E)** | Have good written communication skills in order to be able to write to service users and professional agencies and maintain records. |