



Job Description and Person Specification

Post Title:	Helpline Coordinator
Contract Type:	Funded until March 2025 with a view to extend
Hours:	Full Time (35 hours per week)
Salary:	£32 - £35k depending on qualifications and experience
Place of Work:	Hybrid
Responsible to:	Head of Advocacy Services
Responsible for:	0.5 x Helpline Worker

Job Description

Job Purpose:

To be responsible for day to day running of the SBS Helpline providing a high-quality and comprehensive helpline advice, information, and support service in relation to violence against Black and minoritised women and girls.

To provide support, guidance, and line management to the Helpline Worker.

Duties and Responsibilities

Service Delivery/ Team Supervision and Management:

To provide support and guidance to the Helpline Worker to ensure that service users (SUs) are supported effectively and provided with high quality, trauma-informed support.

To ensure service delivery is undertaken in a safe and effective manner, that needs and risk assessments are carried out and that internal and external allocations and referrals take place effectively.

To provide trauma-informed information, advice, and support services for victims of domestic abuse and other forms of gender-based violence, including forced marriage, rape and sexual abuse, so-called honour crimes, and related issues such as immigration, asylum, and No Recourse to Public Funds.

To register with the Office of the Immigration Services Commissioner (OISC) as a competent advisor by undertaking any relevant training and tests.

To ensure compliance with all legal and contractual reporting requirements in relation to service delivery.

To provide day to day oversight, guidance and management to the Helpline Worker ensuring safe, effective performance management and a learning culture that enables continuous improvement in keeping with SBS's ethos and strategy.

To work closely with the Head of Advocacy Services to contribute to SBS's strategic direction and operational activities in line with the direction set out and approved by the Management Committee.

In conjunction with the Head of Advocacy Services, to oversee the recruitment, induction, and probation of team members, ensuring compliance with SBS's policies and procedures.

To ensure that data flow and administrative processes are completed in a timely and accurate manner so that CMS records are kept up to date and data integrity is maintained.

To ensure compliance with all contract monitoring and performance requirements and that all reports and returns are provided for internally and externally in a timely manner.

To ensure that all staff are working proactively to provide inclusive and non-discriminatory services and that training is provided to ensure continuous development.

To work closely with Head of Advocacy Services to carry out regular service audits, deal with complaints and ensure the voice of service users is central and informs service delivery and development.

Multi-agency & Partnership Working

- In conjunction with the Head of Advocacy Services, develop and maintain effective relationships with partners/ key stakeholders to achieve a coordinated community response to VAWG and NRPF.
- To support the policy, campaigns & research team to develop impactful policy work based on SBS's advice work, representing the needs and experiences of black and minoritised victims of VAWG.
- To work closely with the Head of Advocacy Services, Finance and SMT to comply with financial requirements.

General Responsibilities

- To adhere to SBS's policies and procedures and ensure awareness and integration of an equalities and human rights agenda in all areas of work.
- To ensure compliance with all legal and contractual reporting requirements in relation to service delivery.
- In conjunction with Head of Advocacy Services to attend and/or lead team/staff meetings, supervision/appraisal, and other meetings as appropriate.
- To undertake any additional duties to contribute to the smooth running of the SBS centre, services, projects and campaigns.

It is essential to the development of SBS' service delivery that the post holder is able to respond flexibly to changes in the requirements of this post. This job description is therefore a guide and not an exhaustive list of all responsibilities the post holder may have over time.

Person Specification

Your application should give clear examples of experience, knowledge, skills, and abilities you have gained in both paid and/or unpaid (volunteer) work in relation to the Person Specification criteria overleaf.

Specification	Essential or Desirable
Experience	
OISC qualification, or the willingness to achieve this	E
Experience of line managing or supervising staff or volunteers	D
Experience of working with survivors of domestic violence and other forms of violence and abuse	E
Experience of providing advice, advocacy, or casework services to Black and minoritised women in a fast-paced environment, across telephone, email, and in-person	E
Experience of providing non-judgemental and confidential support to individuals, and of encouraging them to take control of their lives and set realistic objectives and goals	E
Experience of working within a multi-agency framework	D
Knowledge	
An understanding of the practical, emotional, social, and economic issues facing Black and minoritised women affected by domestic violence and other forms of violence and abuse	E
Knowledge of the range of options available to survivors of domestic abuse including safe housing, criminal justice, and civil remedies	E
Knowledge of issues relating to the safeguarding of children and vulnerable adults	E
Working knowledge of current immigration, policing, and social housing issues relevant to domestic abuse and other forms of violence and abuse	D
Knowledge of and skills in effectively monitoring calls, assessing work and improving the skills of others	
Skills	
Ability to manage and oversee operations for a busy helpline (telephone, email & walk-ins) service	E
Ability to speak a language relevant to Black and minoritised women	D
Ability to prioritise workload and meet deadlines	E
Ability to demonstrate empathy for the issues and barriers faced by Black and minoritised women	E
An empathetic and patient manner and an ability to approach difficult conversations with individuals who may be distressed or angry, whilst maintaining professional boundaries	E
Ability to build and maintain effective working relationships with other teams and external organisations that offer services to our service users	E
Excellent written and verbal communication skills	E
Ability to use the Microsoft Office suite and case management systems	E
Ability to work flexibly and proactively, with strong organisational and administrative skills	E
Personal Attributes and Circumstances	
A strong commitment to tackling all forms of violence against women and girls within a secular framework, and to fighting for the freedoms and rights of women and girls	E
A willingness to work flexible hours where required to meet the needs of service users	E