



Job Description and Person Specification

Post Title:	Helpline Advisor
Contract Type:	Funded until March 2025 with a view to extend
Hours:	Full-time (35 hours per week)
Salary:	£29 - £32k depending on qualifications and experience
Place of Work:	Southall
Responsible to:	Helpline Coordinator

Job Description

Job Purpose:

To provide high-quality and comprehensive helpline advice, information, practical and advocacy support relating to violence against women and girls (VAWG) perpetrated against Black and minoritised women and girls.

Duties and Responsibilities

Service Delivery:

- In conjunction with the Helpline Coordinator, to ensure that service users (SUs) affected by all forms of VAWG are supported effectively via the Helpline and provided with high quality, trauma-informed support.
- To ensure helpline advice is given in a professional, safe and effective manner, that needs and risk assessments are carried out and that internal and external allocations and referrals take place effectively.
- To answer all calls in a professional manner and ensure that all enquiries via the Helpline or email enquiries are dealt with promptly and effectively.
- To work closely with the Helpline Coordinator to ensure compliance with all legal and contractual reporting requirements in relation to service delivery.
- To ensure that all records/ data is recorded on the case management system in a timely and accurate manner so that CMS records are kept up to date and data integrity is maintained.
- To ensure all information, as requested by manager and/ or other SMT members, is provided in an accurate and timely manner and returns are provided for internal and external reports
- To work proactively to provide inclusive and non-discriminatory advice and participate in any training provided to ensure continuous development.
- To liaise effectively with other SBS teams to ensure joined-up, timely and effective interventions for service users to ensure their needs are met.

Multi-agency & Partnership Working

- To develop and maintain effective relationships with key partners/ stakeholders to help achieve the best outcomes for service users.
- To ensure service users are referred on to external agencies in an appropriate and timely manner and outcomes of referrals monitored.

- To provide information, reports and case studies, as required, for external funders and stakeholders.

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.
- To attend and 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 below.

Specification	Essential or Desirable
Experience	
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
Skills	
Ability to work on a busy helpline (telephone, email & walk-ins) service	E
Ability to speak a language relevant to Black and minoritised women	E
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