



## Job Description and Person Specification

<b>Post Title:</b>	Helpline Coordinator.
<b>Contract Type:</b>	Fixed Term (until March 2028 with a view to extend subject to funding).
<b>Hours:</b>	Full Time (35 hours per week).
<b>Salary:</b>	£35,840 -39,200 (depending on qualifications and experience). Southall
<b>Location:</b>	(up to 2 days WFH).
<b>Responsible to:</b>	Senior Advocacy & NRPF Services Manager.
<b>Responsible for:</b>	Helpline Advisor & Helpline Volunteers (x2)

### Job Purpose:

To oversee the day-to-day running of the SBS Helpline, delivering a high-quality advice, information, and support service to Black, minoritised and migrant women and girls experiencing violence against women and girls (VAWG).

To provide direct line management, guidance, and operational support to helpline staff and volunteers, ensuring the service is trauma-informed, safe, and effective.

### Duties and Responsibilities

#### 1. Service Delivery, Supervision, and Management

- Provide supervision, guidance, and operational oversight to helpline staff to ensure service users receive safe, high-quality, trauma-informed support.
- Carry out needs and risk assessments, ensuring effective internal and external referrals.
- Deliver information, advice, and support to victims of domestic abuse and other forms of gender-based violence, including forced marriage, rape and sexual abuse, so-called honour crimes, and related immigration/asylum/NRPF issues.
- Undertake Immigration and Asylum Accreditation (IAA) training and exams as required to meet service delivery and contractual requirements.
- Implement effective performance management and foster a learning culture that supports continuous improvement in line with SBS's ethos.
- Support recruitment, induction, probation, and ongoing development of helpline staff and volunteers.





- Ensure service delivery is inclusive, non-discriminatory, and continuously developed through staff training and feedback from service users.
- Work with the Head of Advocacy Services to conduct regular service audits, manage complaints, and ensure the voice of service users informs service development.

## **2. Compliance, Monitoring & Partnership Working**

- Ensure compliance with legal, contractual, and monitoring requirements, producing timely internal and external reports.
- Maintain accurate and timely records on the Case Management System (CMS) to ensure data integrity.
- Work closely with internal teams, Finance, and the Senior Management Team (SMT) to meet financial and operational requirements.
- Develop and maintain effective relationships with key partners/stakeholders to deliver a coordinated community response to VAWG and NRPF issues.
- Support the policy, campaigns, and research team to develop impactful policy work based on helpline case evidence.

## **3. General Responsibilities**

- Promote and reflect SBS's values in all areas of work, including respect for the rights, dignity, and the agency of Black, minoritised and migrant women and girls.
- Maintain clear and adequate records of work done, and to produce reports on work programmes and activities as required.
- Be responsible for individual work plan activity and work with the team manager to set and agree on clear objectives, as well as regularly monitor performance against workplan requirements
- Be responsible for personal learning and development and keep up to date on research, relevant legislation, policy and practice, and other literature relevant to the role
- Participate in supervision, training and meetings as required, and assist in the development of services in line with agreed development plans
- Carry out word-processing, filing, and administrative tasks necessary to comply with the job description
- As needed, assist in the organisation of SBS conferences and or events
- Responsible for undertaking any other duties appropriate to the post.
- Adhere to SBS's policies and procedures and ensure awareness and integration of an equalities and human rights agenda in all areas of work.





- Ensure compliance with all legal and contractual reporting requirements in relation to policy advocacy
- In conjunction with Line Manager and Head of Service to attend and contribute to team/staff meetings, supervision/appraisal, and other meetings as appropriate
- Undertake any additional duties to contribute to the smooth running of the SBS centre, services, projects and campaigns.
- Adhere to SBS's policies and procedures and actively uphold SBS's core values-including anti-racism, secularism, intersectional feminism, and a commitment to human rights and social justice-across all areas of work.

## Person Specification

Your application should give clear examples of experience, knowledge, skills, and abilities gained through paid and/or unpaid work (e.g., volunteering or campaigning).

**Key:**

**E = Essential (must-have criteria)**

**D = Desirable (criteria that will strengthen your application)**

**\* = Criterion used for shortlisting**

Qualifications and Experience		
Specification	E/D Shortlisting	Assessed via
IAA qualification or willingness to achieve this.	E*	Application
Experience of line managing or supervising staff/volunteers.	D	Application & Interview
Experience working with victim-survivors of domestic abuse and other forms of VAWG.	E*	Application
Experience providing advice, advocacy, or casework to Black, minoritised and migrant women across multiple channels (phone, email, in-person) in a fast-paced environment.	E*	Application
Experience providing non-judgemental, confidential support and enabling victim-survivors to set realistic goals.	E*	Application & Interview
Experience working within a multi-agency framework.	D	Application & Interview
Knowledge		
Specification	E/D Shortlisting	Assessed Via



Understanding of the practical, emotional, social, and economic issues facing Black, minoritised and migrant women affected by VAWG.	E*	Application & Interview
Knowledge of survivor support options including safe housing, immigration/asylum routes, criminal justice, and civil remedies.	E*	Application & Interview
Knowledge of safeguarding children and vulnerable adults.	E*	Application & Interview
Working knowledge of structural issues relevant to VAWG, including immigration policy, policing, and housing systems.	D	Application & Interview
<b>Skills</b>		
<b>Specification</b>	<b>E/D Shortlisting</b>	<b>Assessed Via</b>
Skills in monitoring helpline calls, assessing work quality, and coaching others.	D	Interview
Ability to manage operations for a busy helpline service.	E	Interview
Ability to speak a language relevant to Black and minoritised women.	E*	Application
Ability to prioritise workload and meet deadlines.	E*	Application
Demonstrated empathy and understanding of barriers faced by Black and minoritised women.	E	Interview
Strong interpersonal skills, patience, and ability to handle sensitive situations while maintaining professional boundaries.	E	Interview
Ability to build and maintain effective relationships internally and externally.	E	Interview
Excellent written and verbal communication skills.	E*	Application & Interview
Competence using Microsoft Office and case management systems.	E*	Application
Strong organisational and administrative skills; ability to work flexibly and proactively.	E	Application
<b>Other</b>		
<b>Specification</b>	<b>E/D Shortlisting</b>	<b>Assessed Via</b>
Commitment to tackling all forms of VAWG within an anti-racist, secular, feminist, and human rights framework.	E*	Application & Interview
Willingness to work flexible hours where required.	E	Application

*It is essential to the development of SBS' service delivery that the post holder is able to respond flexibly to changing service needs and requirements. This job description is therefore a guide and not an exhaustive list of all responsibilities, and it may be subject to review over time.*



This vacancy is open to Black and minoritised women only, in accordance with the Equality Act 2010, Schedule 9, Part 1, due to the nature of the role and the work of the organisation.

We reserve the right to close this advert early if we receive a high volume of strong applications, so we encourage early submissions.



Exempted by the Office of the Immigration Services Commissioner, Reference no. N200100577  
Funded by London Borough of Ealing • A company limited by guarantee • Registered in England no. 3037955  
Charity registration no. 1204937