



Job Description and Person Specification

Post Title:	Helpline Advisor
Contract Type:	Fixed Term (until March 2028 with a view to extend subject to funding).
Hours:	Full Time (35 hours per week).
Salary:	£32,480 – 37,480 (depending on qualifications and experience).
Location:	Southall (up to 2 days WFH).
Responsible to:	Helpline Coordinator

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.

To work alongside helpline Coordinator and helpline volunteers and ensuring the service is trauma-informed, safe, and effective.

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.
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- 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

- 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 Director of Services 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 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	E*	Application





across multiple channels (phone, email, in-person) in a fast-paced environment.		
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
Skills		
Specification	E/D Shortlisting	Assessed Via
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
Other		
Specification	E/D Shortlisting	Assessed Via
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
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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.

