



# Southall Black Sisters

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## Role

**Domestic Violence Helpline Advisor**

## Job Purpose

To provide high quality and comprehensive telephone advice, information and support in relation to violence against black and minority women and children in the London Borough of Ealing and elsewhere.

To assist with face-to-face advice and obtaining information when necessary.

To assist with educational, developmental, policy and campaigning work arising from the advice and casework.

## Responsible to

Crisis Intervention Team Supervisor and Senior Managers.

## Hours of Work

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

## Salary Scale

Salary ranges from £19,634 to £25,292 (inclusive of OLW) per annum

## Commitment

The Advisor must be committed to the aims and objectives of Southall Black Sisters and working in the voluntary sector generally. The Advisor must be willing to work under pressure in a demanding environment.

## Domestic Violence Helpline Advisor 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 advice and urgent preliminary matters 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 remain abreast of new legislation and changes to existing law and policy on issues affecting Black and minority women, 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 the Crisis Intervention Team Supervisor.
7	To make referrals to women's refuges and other appropriate agencies.
8	To provide a full helpline phone service and assist with the management of the crisis Intervention process.
9	To provide appropriate information to agencies or professional enquirers and/or direct calls 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 Crisis Intervention Process.
14	As and when directed, refer appropriate cases for an assessment of enquirers eligibility for the SBS No Recourse Fund.
15	To assist, develop and maintain excellent administrative and IT systems for advice and preliminary work.
16	To attend training, supervision and staff meetings as and when appropriate.
17	To assist where necessary in training and supervising volunteers in matters relating to the helpline.
18	To meet deadlines to provide, when necessary, information for monitoring, evaluation, policy, research and training purposes.
19	As and when directed, to refer enquirers to SBS counselling and support group services.

20	To be self-servicing and assist other advocates when required.
21	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.

## Organisational Duties and Responsibilities

The worker will be expected to be self-servicing and to carry out their own administration, but the following duties will be undertaken with other staff within the organisation:

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	Comply with SBS safety requirements, including but not limited to keeping the premises clean and tidy and assisting with maintaining the premises to comply with health and safety procedures.
5	Provide information on the SBS Helpline to assist with 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	Actively contribute to the organisation's cohesion, encouraging cross-team working and problem-solving approaches
11	Take a personal responsibility to keep up to date with issues (including law and policy changes) affecting black and minority 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 are indicated by **(E)** and desirable by **(D)**.

## General Characteristics and Knowledge

<b>(E)</b>	Have valid work permit documentation showing expiry dates and hours available to work.
<b>(E)</b>	Be able to approach enquiries in an analytical way and be thorough in dealing with enquiries in order to meet SBS standards.

(E)	Be able to respond to a high volume of enquiries in a demanding environment.
(E)	A commitment to the aims, objectives and working practices of SBS.
(E)	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 satisfactory concluded
(E)	An understanding and commitment to shared responsibility in a team context (including covering in cases of emergency)
(E)	Be willing to undertake general reception, administration and maintenance duties if required.
(E)	Be willing to take all necessary steps to ensure the safety of users by undertaking necessary practical support and preliminary steps.

## Experience

(E)	Have experience of working with women, especially Black and minority 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.
(E)	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)	Able to apply strong verbal and written communication to effectively communicate with both vulnerable clients and professionals.
(E)	Good written communication skills in order to be able to write to service users and professional agencies, and maintain records.
(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 Black and minority women.

<b>(E)</b>	Understand the significance of racism and cultural and religious pressures as barriers affecting the choices that Black and minority women can make about their lives.
<b>(E)</b>	Be able to work on own initiative and as part of a team without close supervision.
<b>(E)</b>	Be able to maintain professionalism when dealing with enquiries and cases which may be stressful and demanding.
<b>(E)</b>	Be able to work effectively under pressure including prioritising workload and meeting deadlines.
<b>(E)</b>	Be willing to provide face-to-face advice and information when necessary.
<b>(E)</b>	Be able to speak Punjabi or, Hindi or Urdu fluently.
<b>(E)</b>	Be able to respond positively to change.
<b>(E)</b>	Strong IT skills including a working knowledge of Microsoft Office programs.
<b>(E)</b>	Excellent administration skills.