



Llinell Gymorth Live Fear
Byw Heb Ofn Free Helpline

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Cymorth i Ferched Cymru
Welsh Women's Aid

Welsh Women's Aid
Job Description

Live Fear Free Helpline

Job title:	Helpline Advocate
Responsible to:	Helpline Team Leader
Responsible for:	Volunteers as directed
Hours:	37.5 / 25 / Zero hours per week The Helpline is open daily 24 hours a day, 365 days per year so flexible working and ability to work unsociable hours are requirements of the post (i.e. evenings, nights & weekends are a part of the working week)
Salary	£25,927 per annum pro rata
Job Purpose:	<ul style="list-style-type: none"> • To provide a confidential information and signposting telephone helpline service to women, men, children and young people experiencing domestic abuse, sexual violence and all forms of violence against women, and to those contacting the service on their behalf; • To evaluate and respond to need and minimise risk to service users who are experiencing domestic abuse, sexual violence or other forms of violence against women; • To refer service users to appropriate support services making use of the Welsh Women's Aid Routes to Support vacancy system and other referral pathways where necessary; • To maintain accurate information on calls received that complies with confidentiality and the Data Protection Act 1998; Human Rights Act 1998 and Crime and Disorder Act 1998. <p>Based at the WWA Helpline offices near Caernarfon.</p>

This post is open to female applicants only as being female is deemed to be a genuine occupational requirement under Schedule 9, Paragraph 1 of the Equality Act 2010.



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The following NOS relate to the core aspects of this job description and will be required to be evidenced at the point of recruitment or through learning and development on the job.

This job description cannot cover every issue or task that may arise within the scope of the post. The post-holder will be expected to carry out other duties from time to time which are broadly consistent with the duties detailed.

NOS	Job Summary
GK101	Provide access to information for victims/survivors of domestic and/or sexual abuse/violence
GK102	Deliver interventions towards increasing the safety of individual victims/survivors of domestic and/or sexual abuse/violence.
GK104	Empower victims/survivors of domestic and/or sexual abuse/violence to recover and to regain control of their lives.
GK105	Advocate on behalf of victims/survivors of domestic and/or sexual abuse/violence.
GK202	Arrange safe accommodation for victims/survivors of domestic and/or sexual abuse/violence.
GK401	Address service users regarding domestic and/or sexual abuse/violence with sensitivity.
GK402	Establish and address requirements from service users regarding domestic and/or sexual abuse/violence.

Internal Requirements	
	To have a clear understanding of, and to work within, the policies, standards and procedures required by the law, Welsh Women's Aid, and funders.
AE1	Maintain and develop your own knowledge, skills and competence

Equality & Diversity	
AA1	Promote equality and value diversity.

Health & Safety	
AF1	Ensure your own actions reduce risks to Health & Safety.

NOS unit/ element/ performance criteria reference	PERFORMANCE CRITERIA: Key functions and tasks
	Helpline Support Worker
GK101.1	Provide access to information for callers / survivors of domestic abuse, sexual violence and other forms of violence against women
GK101.1.1	Establish and assess the needs being presented and information sought by survivors.



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GK101.1.2	Identify appropriate and relevant sources of information, and access these where required, in line with WWA procedures.
GK101.1.3	Identify, where necessary, other agencies to which callers / survivors could be referred for the information and support required, and provide the relevant contact details correctly.
GK104.1	Empower survivors of domestic abuse, sexual violence and other forms of violence against women to recover and to regain control of their lives.
GK104.1.8	Work with survivors to identify sources of support and actions which they can take to address the abuse and associated risks.
GK105.1	Advocate on behalf of survivors of domestic abuse, sexual violence and other forms of violence against women.
GK105.1.5	Advocate on behalf of survivors, representing accurately and clearly their relevant views and wishes to appropriate agencies, in line with agreed advocacy plans.
GK105.1.8	Negotiate with agencies on behalf of survivors where necessary and appropriate in realising their needs and rights.
GK105.1.10	Ensure that the safety, health and wellbeing of survivors is central to the advocacy process.
GK202	Arrange safe accommodation for survivors of abuse, sexual violence and other forms of violence against women and for their family as appropriate.
GK202.1	Engage with survivors to determine their accommodation requirements.
GK202.1.1	Gather and assess relevant, available information regarding the victim's personal details, current accommodation situation and associated risks to their safety, health and wellbeing, and consequent requirements for accommodation.
GK202.1.4	Explore and agree with survivors their needs for accommodation and associated support, providing relevant and up to date advice.
GK202.1.8	Provide survivors with all relevant information to allow an informed choice regarding the preferred option(s), ensuring that the option(s) are relevant and feasible for the person.
GK202.2	Assist providers of accommodation and other services in supporting survivors.
GK202.2.1	Discuss with relevant agencies and providers of accommodation and other services the relevant circumstances and needs of survivors, with their consent and in line with WWA policies.



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GK202.2.2	Discuss with appropriate providers relevant aspects of survivors' circumstances which impact upon the support to be provided, whilst maintaining confidentiality as agreed and in line with WWA policies.
GK202.2.8	Communicate with providers in a professional manner, recognising their role as partners in the process.
GK202.2.9	Maintain accurate and up to date records, keeping all relevant parties informed of progress and outcomes, whilst ensuring that confidentiality is maintained in line with statutory, organisational and service requirements.
GK401.1	Address callers regarding abuse, sexual violence and other forms of violence against women with sensitivity.
GK401.1.2	Communicate clearly and concisely, and at a pace suited to the service user.
GK401.1.4	Use appropriate questions to establish relevant information regarding the service users' requirements and circumstances.
GK401.1.6	Treat the service user with dignity and respect, accepting what they are saying and avoid being judgemental.
GK401.1.8	Take positive action to develop and maintain a positive atmosphere with the service user, demonstrating tact, empathy and an open and honest approach.
GK401.1.9	Respond constructively to initial disclosure of abuse.
GK401.1.16	Follow Welsh Women's Aid approved procedures throughout the call.
GK401.1.17	Maintain accurate and up to date records, in line with WWA procedures.
GK402.1	Establish and address needs of service users regarding abuse, sexual violence and other forms of violence against women.
GK402.1.1	Identify the service user identity, where possible, using WWA approved procedures and respecting their anonymity where required.
GK402.1.3	Determine relevant details regarding the service user, including the reasons for their call, their personal circumstances and their perception of their needs.
GK402.1.6	Assess the service user situation and determine the correct response and associated actions required.



GK402.1.7	Identify where relevant, any circumstances which might cause potential conflict between the service users requirements and the response proposed, and address these in a manner designed to promote an agreed way forward and to maintain a positive relationship with the service user.
GK402.1.9	Take prompt and appropriate action to respond to service user who you assess to be at particular and immediate risk of harm.

General	Main Elements
Strategic	<ul style="list-style-type: none"> • Keep up to date with international, UK and Wales policy and legislative developments for domestic abuse, sexual violence and violence against women and how this impacts on members and other service provision in Wales. • Undertake regular training to update knowledge and skills on issues affecting those experiencing abuse and on the services offered by agencies in order to ensure continued provision and accurate and useful information and support to callers and continuing professional development requirements, with a focus on improvement in intervention skills and knowledge (outlined at level 4 of the National Training Framework in Wales). • Ensure efficient and effective internal communication, information flows, and foster co-operation between team members. • Promote Welsh Women's Aid values, strategies and policies to enable the development of good practice in policy and practice.
Quality assurance	<ul style="list-style-type: none"> • Ensure WWA works within relevant legal and regulatory frameworks with a particular focus on safeguarding, health & safety, quality assurance and equality frameworks, undertaking risk assessments for activities as required. • Work within the ethos, policy and practices of WWA. • Ensure WWA complies with the law and best practice in respect of data protection for manual and computerised records. • Operate and comply with the law and best practice in relation to equal opportunities and ensure the continuing commitment of WWA to the provision of equal opportunities in all aspects of its work in line with our values.
Other Responsibilities	<ul style="list-style-type: none"> • At all times protect the safety and security of service users, staff, volunteers and buildings, and the confidentiality of records and other information. • Uphold the right of women, children and young people and proactively assess the needs and safety of children and women to ensure that any risks/needs identified are addressed, having full regard to Safeguarding Children's policy and Safeguarding Adults policy. • Maintain clear and adequate records of work done, and to produce reports on work programmes and activities as required by the Chief Executive. • Be responsible for personal learning and development and maintain and develop your own knowledge, skills and competence.



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| | <ul style="list-style-type: none">• Participate in supervision, training and meetings as required, and assist in the development of services in line with agreed development plans.• Take direction on projects and priorities from your line manager, which may vary from time to time.• Oversee the work of volunteers or temporary support staff as required.• Carry out filing and administrative tasks necessary to comply with the job description.• Have a clear understanding of, and work within, the policies, standards and procedures required by the law, Welsh Women's Aid, and funders.• Work within the values, policy and practices of Welsh Women's Aid.• Ensure Welsh Women's Aid complies with the law and best practice in respect of data protection for manual and computerised records, health and safety regulations, and equality and diversity requirements.• Responsible for undertaking any other duties appropriate to the post. |
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Variation Clause

Welsh Women's Aid reserves the right, following full and reasonable consultations with the member of staff concerned and with her trade union or other representatives, to vary, add to or alter any of the terms and conditions of employment attached to this post.

This job description will be reviewed annually and may need to be revised according to the priorities of current workload with the agreement of the Executive Board and the CEO.

Monitoring and Evaluation of the Post

The performance of the post holder will be monitored through regular supervision by the line manager and reviewed at each annual appraisal. Members of the national staff team are expected to produce regular work reports for monitoring and review by their line manager and Chief Executive as required.

General Information and Conditions of Service

- 6.6 weeks holiday (pro rata) per year
 - Welsh Women's Aid contributes a sum equivalent to 6% of the annual salary to the company pension scheme, following successful completion of 6 month probationary period, , and subject to staff contribution as part of auto-enrolment. Overtime is unpaid; time in lieu is to be taken in consultation with your line manager.



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Helpline Support Worker
Person Specification

Criteria	Essential	Desirable
Qualifications		<ul style="list-style-type: none"> • Relevant professional qualification
Experience	<ul style="list-style-type: none"> • Of working to promote equal opportunities 	<ul style="list-style-type: none"> • Of working within a domestic abuse, sexual violence or violence against women service or similar. • Of providing direct Helpline support services to survivors. • Of shift work, and in particular night shift work. • Of the safeguarding of adults and children. • Of working with survivors of domestic abuse/sexual violence.
Knowledge	<ul style="list-style-type: none"> • An understanding of domestic abuse/sexual violence and the effects. • Excellent understanding of the services available across statutory and voluntary sectors which could support survivors. 	<ul style="list-style-type: none"> • Relevant knowledge of any or all of the following areas: Benefits, Legal issues, Housing, Safeguarding children and adults with additional support needs, Immigration.
Skills	<ul style="list-style-type: none"> • Ability to provide support in a needs-led, gender-responsive and age-appropriate manner. <p>Compliance with the NOS identified above with a particular focus on:</p> <ul style="list-style-type: none"> • Excellent listening skills and an abundance of empathy, patience, and kindness • Tact, sensitivity and an ability to communicate effectively with different individuals and organisations • Resilience, and the ability deal with emotive calls and contacts. • The ability to prioritise workloads and to multi-task in a busy work environment. • Good organisational skills and the ability to record, report and respond to problems affecting the Helpline service. • Able to build positive working relationships with colleagues across the organisation. 	<ul style="list-style-type: none"> • The ability to communicate effectively in Welsh, both orally and written.



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	<ul style="list-style-type: none">• Able to carry out own administration, demonstrating good IT skills and the ability to learn new software.	
Other	<ul style="list-style-type: none">• A commitment to learn and develop, and to take on new tasks with enthusiasm.• A clear understanding of and commitment to equal opportunities.• A team-player with commitment to working flexibly in order cover the 24-hour rota (including nights/weekends/bank holidays), and to be a fully integrated member of the team.	