

Job Description

Job title: Helpline Caseworker

Scale: £24,720 pro rata
(£12,360 for 18.5hrs)

Hours: 18.5hrs per week - Fixed Term until 31st March 2025 with the possibility of contract extension
Worked in accordance with a rota covering the hours of 8am-8pm Mon to Sunday

Initial Working Pattern Sundays: 9:30am-4pm
Monday & Tuesdays: 2pm-8pm

Responsible For: No paid staff

Responsible to: Helpline & Engagement Service Manager

Liaison/ communication:

- The post holder will communicate internally with all members of the Freeva teams and with the wider UAVA staff team, stakeholders and partner agencies
- The post holder will represent the Freeva at various meetings or committees as deemed appropriate by the Management and/or the Board of Trustees

Main purposes of the post

1. Cover a helpline for members of the public answering calls on a rota-system over Monday to Saturday 8am – 8pm.
2. Provide a responsive service to anyone that has been affected by domestic and sexual violence through assessing needs and vulnerabilities, safety planning and providing support options through a variety of channels including the Public Helpline, Web Chat, Email and Text.
3. Ensure the service is focused on improving safety, health and well-being and reducing risk.
4. Answer all calls within a timely manner, in particular 80% of calls should be responded to within 20 seconds
5. Regularly check email inboxes and answer phone for enquiries and referrals and respond to them appropriately.
6. Ensure that the helpline is the main portal for new service users but also as a continuous resource that is integrated and complements other service activities.
7. Ensure information provided on the help-line is constantly updated and meets current legislation and best practice.

8. Complete all helpline forms and risk assessments accurately and record onto the case management system following each call.
9. Voicemails - Check the answer-phone service on a regular basis and logged on the Helpline Voicemail Messages Log
10. Be competent in accurate record-keeping and collection of data for monitoring purposes, completion of helpline monitoring reports and to provide statistical information for evaluation purposes as required
11. Encourage feedback from service users on a regular basis and to contribute to the ongoing evaluation of the helpline services.
12. Support with maintaining standards for the purposes of helpline accreditation and providing quality services
13. Co-facilitate delivery of volunteer training programmes.
14. Contribute to the continuous review the helpline manual including the addition of any useful resources to reflect updated information of services available both locally and nationally
15. Undertake efficient handover and debriefing processes after each shift; e.g. update on referrals, and that all other relevant issues and information is passed on to relevant staff.
16. Ensure confidentiality and professional boundaries are maintained at all times.
17. Comply with all policies and procedures at all times.

Organisational Development

1. To strengthen and develop links with a wide range of local organisations and businesses across all sectors to promote the helpline services as widely as possible
2. To keep all members of staff and Board of Trustees informed about good practice in running the helpline services and to contribute in the development of helpline policies, strategies and working practices
3. Keep up-to-date with developments in the domestic and sexual violence field
4. To undertake such other duties as may be required by the Board of Trustees from time to time, but which will be consistent with the role.
5. Demonstrate a commitment to Freeeva's policies on equalities and promote these in all aspects of the helpline work

Person Specification

Area	Criteria
Education and Training	<p>Essential A degree, equivalent qualification or alternatively able to demonstrate substantial relevant experience.</p> <p>Desirable A relevant professional qualification such as CQSW, Diploma in Counselling</p>
Work Experience / Knowledge	<p>Essential</p> <ul style="list-style-type: none"> • A comprehensive understanding of issues relating to victims and survivors of domestic and sexual violence, and demonstrable skills in assessing the needs of callers using non-judgemental, active listening and questioning skills • Minimum of one-year work experience in the charity/ voluntary sector, namely relating to domestic and/or sexual violence related client work • Experience of working with people from a variety of backgrounds and cultures • Experience of providing non-judgemental, non-directive and confidential information, advice and support by phone • An understanding of the dynamics of domestic and sexual violence, including knowledge of impact of domestic and sexual violence on victims and children and of current legislation and good practice • Understanding of safeguarding protocols including child protection issues and legal responsibilities • Experience of working within multi-agency networks and settings • Experience of service development work • Experience of monitoring and evaluation <p>Desirable</p> <ul style="list-style-type: none"> • An understanding of the criminal and civil justice systems related to domestic and sexual violence
Personal Attributes	<p>Essential</p> <ul style="list-style-type: none"> • Empathy for victims of domestic and sexual violence and a desire to work alongside them to assist in their recovery process • Ability to communicate clearly and empathetically, including the ability to listen effectively and match communication to the needs of the recipient • Ability to be calm and resilient whilst under pressure and to remain optimistic and persistent • Motivated and enthusiastic; and proven ability to work as part of a busy, often stressful and challenging environment • Excellent written and verbal communication skills, with the ability to present clear well-structured professional reports, letters and case notes • Ability to operate a high degree of confidentiality and accountability • Ability to work to tight deadlines and to take responsibility for meeting agreed targets • Ability to build effective relationships, both internally and externally, showing sensitivity for others' viewpoints and valuing diversity

	<ul style="list-style-type: none"> • Ability to work on own initiative, be proactive and able to take responsibility for actions, including planning and prioritizing work activities • Ability to demonstrate commitment to multi-agency partnership working work • Commitment to continuing professional development. • Ability to self evaluate and reflect on practice • Ability to recognize discrimination and anti-oppressive practices, in its various forms, and to take appropriate action. • Demonstrable understanding of diversity, equal opportunity and gender equality issues • Confident in providing advice and guidance to others around policy, procedures and good practice • Ability to maintain personal and professional boundaries. • Willingness to undertake training. • Willingness to accommodate occasional unsociable hours (evenings and weekends) • Commitment to the aims and work of the Freeva
<p>IT skills</p>	<p><i>Essential</i></p> <ul style="list-style-type: none"> • Computer literate, including demonstrable competence in using Microsoft office package (word, excel, outlook and powerpoint) • Experience of data analysis and report writing