Job Description

Job title: Helpline & Engagement Service Project Support Worker

Scale: £22,000 pro rata

Hours: 20hrs per week

Responsible For: No paid staff

Responsible to: Helpline & Engagement Service Project Coordinator

Liaison/ communication:

- The post holder will communicate internally with all members of FreeVA, second tier services and other 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. Provide administrative support to the Helpline & Engagement Service (HES), adeptly process new referrals into the service, and assist the Project Coordinator in maintaining updated information for the service system and refuge accommodation.
2. Support professionals to navigate options and support available throughout LLR and provide updates on referrals made to second tier services
3. Process agency referrals; including online referrals, post and referrals received via secure and non-secure email.
4. Liaise with professionals in relation to referrals they have submitted; provide updates and progress of case/client engagement.
5. Liaise with second tier services to maintain an up-to-date overview of the capacity of each service.
6. Maintain updated records of refuge availability (locally, regionally, and nationally).
7. Receive and proactively obtain updates regarding the progress of clients through second tier services
8. Ensure client records are updated to accurately reflect their engagement with second tier services
9. Where clients have disengaged with second tier services, ensure cases are highlighted and escalated to the wider HES to assist with proactive re-engagement attempts
10. Provide support to the wider HES and participate in answering helpline calls as required
11. To ensure information provided on through the HES is constantly reviewed and updated to reflect local capacity, support options and meets current legislations and best practice.

12. To ensure that all contacts, case notes, records and forms are completed accurately and inputted on the database during each shift
13. To ensure that the out-of-hours answer-phone service is always working and checked on a regular basis.
14. To ensure 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
15. To assist with the completion of Insights and other HES evaluations to contribute to the ongoing evaluation and monitoring of the HES performance and activity
16. To ensure standards are maintained for the purposes of helpline accreditation as well in providing quality service to all service-users.
17. Co-facilitating on volunteer trainings on issues surrounding helpline and effective response to service-users
18. Identify any updates required of the HES service manual on a regular basis to reflect updated information of services both locally and nationally
19. To undertake efficient handover and debriefing after each shift; e.g. update on referrals, and that all other relevant issues and information are passed on.

Organisational Development

1. To strengthen and develop links with a wide range of local organizations 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 development 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 Freeva's policies on equalities and promote these in all aspects of the helpline work

Person Specification

Area	Criteria
Education and Training	***Essential*** A degree, equivalent qualification or alternatively able to demonstrate substantial relevant experience. ***Desirable*** A relevant professional qualification such as Data Analysis, Customer Service
Work Experience / Knowledge	***Essential*** • Excellent verbal, questioning, and written communication skills using non-judgemental language • A commitment to a partnership working approach • Proficient user of IT systems, experience of recording, and reporting on data • Experience of managing case records and case management systems • Understanding impact of trauma on victims, including children • Working with multi-agency networks. • 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 ***Desirable*** • An understanding of the criminal and civil justice systems related to domestic and sexual violence

Personal Attributes	***Essential*** • 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 • 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
IT skills	***Essential*** • Highly IT literate and proficient with common applications such as MS Office and web-based applications • Experience of analyzing data and report writing ***Desirable*** • Working knowledge and experience of OASIS Case management systems