

Job Description

Job Title	Helpline Call Handler
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Background	<p>Scotland's Domestic Abuse and Forced Marriage Helpline provides a 24 hour/365 day, confidential, open access service.</p> <p>The service is provided from an office premises in Edinburgh. The service is delivered by a team of Helpline Call Handlers, supported by relief staff.</p> <p>Helpline Call Handlers work a varying shift pattern on a rota that includes days, evenings, nights and weekend work. An example of rota can be found in the Additional Information document.</p> <p>All staff will undergo a robust training programme as part of their induction. The service works from a non-directive; person centred perspective, underpinned by a feminist understanding of the dynamics of domestic abuse and forced marriage.</p>
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Core Purpose of job	To provide a confidential information and support service to individuals and agencies who contact Scotland's Domestic Abuse and Forced Marriage Helpline.
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Organisational position	This post is part of Scotland's Domestic Abuse and Forced Marriage Helpline team at Scottish Women's Aid. You will be line managed by the Helpline Manager.
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Key Outcomes	
1	Provide support and information to callers on Scotland's Domestic Abuse and Forced Marriage Helpline
2	Assess the needs and risks to people with experience of domestic abuse or forced marriage and develop plans to manage their risk of harm.
3	Identify appropriate referral pathways and support callers to access other relevant services
4	Review, maintain and update databases and other information systems, including web-based resources

Authority levels	
Tangible resources	<p>You share authority within the helpline team for the security and control of computer equipment.</p> <p>You share authority within the helpline team for maintenance of the Routes to Support database.</p>
People	<p>You are part of a team of helpline advisers who deliver the helpline service. From time to time you may be asked to support the induction of new staff, including sessional staff and volunteers.</p>

Job Description

Accountability	
Freedom to act	Your work plan is linked to the operational plan for the Scotland's Domestic Abuse and Forced Marriage Helpline. You monitor your own time and take designated breaks from responding to calls.
Risk management	<p>The helpline team is the first point of contact for SDAFMH, so it is vital that you give a consistently professional and helpful impression. However, you must assess queries to decide if you have enough knowledge and authority to respond to them yourself, or if it is more appropriate to refer them elsewhere.</p> <p>You are responsible for carrying out risk assessments relating to helpline callers and making decisions about whether you need to refer situations to the Helpline Manager.</p> <p>Your day-to-day work will be supervised as required, with managers having the option to listen into calls to ensure quality and consistency of the service. You need to be aware of other helpline team members' work so you can provide cover if necessary.</p>
Level of problem-solving required	The job may require that you juggle competing demands on your time and prioritise those demands. If you are unlikely to be able to meet demands or deadlines, you need to let people know and explore solutions.

Communication	
Subject complexity and expertise	You manage multiple information streams and may have to make rapid assessments about where to route information or enquiries coming in to the organisation.
Contact inside the organisation	You are expected to work with all team members as required and contribute appropriately at team meetings and events.
Contact outside the organisation	You communicate with a wide range of people mostly via the telephone. You may deal with a wide range of enquiries including requests for information about Helpline services, complaints about other services, as well as requests for support from survivors of domestic abuse and/or forced marriage.

Competencies required	
To do this job effectively you are expected to demonstrate these core competencies.	<ul style="list-style-type: none"> • Deliver consistent, accurate, high-quality work • Use your initiative to prioritise your work in line with strategic priorities • Work flexibly and maintain effective working relations across teams • Respond to changing priorities and deal with contingency risks • Source and organise information • Organise workplace tasks for effective performance • Develop yourself and update your understanding of organisation's work • Respond flexibly and effectively to stakeholder needs • Work within a feminist analysis of domestic abuse and forced marriage

Person Specification

Experience	
Essential	<ul style="list-style-type: none"> • Experience of providing information, advice and support service to vulnerable people • Experience of using computer systems and internet to source information • Experience of risk assessment and safety planning
Desirable	<ul style="list-style-type: none"> • Experience of working or volunteering within a domestic abuse, or violence against women service • Experience of assessing the needs and risks of people with experience of domestic abuse or forced marriage and making appropriate referrals • Experience of working in a multi-channel helpline environment including telephone, email and webchat support

Knowledge/understanding	
Essential	<ul style="list-style-type: none"> • Understanding of domestic abuse, forced marriage and gender-based violence and its impact on those with experience of it • Understanding of the services available across statutory and voluntary sectors that support people with experience of domestic abuse or forced marriage • Knowledge and understanding of Equal Opportunities and anti-discriminatory practice • Knowledge and understanding of confidentiality
Desirable	<ul style="list-style-type: none"> • Relevant knowledge of the range of issues that may affect callers, e.g. welfare benefits, housing, child protection, protective orders and/or immigration • Clear understanding of Child and Vulnerable Adult protection, policy and practice • Knowledge of gendered analysis of domestic abuse and forced marriage • Fluent in a second language

Skills, education, qualifications	
Essential	<ul style="list-style-type: none"> • Excellent written and verbal communication skills and telephone manner • Ability to listen actively and empathetically with non-judgemental approach • Excellent time management skills and ability to work on own initiative • Excellent IT skills including MS office, databases, internet and email • Ability to carry out own administration with excellent organisation skills • Ability to work as part of a cohesive and supportive team
Desirable	<ul style="list-style-type: none"> • Ability to maintain accurate records in line with SWA policy and procedure and any legal requirements, incl. Data Protection Act 2018 and GDPR • Ability to prepare and present written reports • Relevant qualification

Person Specification



Other essential requirements	<ul style="list-style-type: none">• Must demonstrate a commitment to a feminist ethos and SWA values• Must be willing to work on rota shift system that includes evening, nights and weekend work• Must be willing to be flexible in your approach to the rota and ensuring that the helpline shifts are covered at all times• Must be willing to engage in on-going CPD
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