AMIS (Abused Men in Scotland)

Mayfield Farmhouse

5 Eskview Road

Mayfield, Dalkeith

EH22 5EA

Office: 0131 447 7449

Email: [recruitment@amis.org.uk](mailto:recruitment@amis.org.uk)

Thank you for your interest in joining the team at AMIS as a **Helpline Support Officer.**

This application pack contains

* Job Description
* Person Specification
* Application Form
* Equalities Monitoring Form
* Self-Declaration Form (which you only need to complete if you are invited for interview)

**The closing date for applications is Monday 4th December 2023 at 12:00 noon***.* Please email your application to [recruitment@amis.org.uk](mailto:recruitment@amis.org.uk) with the job title of the post you are applying for in the subject line.

**The provisional date for interviews is Tuesday 12th December 2023**

Interviews will be held at AMIS Headquarters in Mayfield, Dalkeith, Midlothian.

We will acknowledge receipt of your application by email. If you do not hear again from us within 14 days of the closing date, please assume that your application has been unsuccessful on this occasion. Please note that we can only provide feedback to shortlisted candidates.

Thank you again for your interest in joining the team at AMIS.

**Job Context:**

AMIS (Abused Men In Scotland) is a Scottish Charitable Incorporated Organisation (SCIO) raising awareness of men’s experience of domestic abuse and the need for greater recognition and support for men (and their children) affected by it. AMIS is Scotland’s only national helpline service specifically for men in this situation.

Since 2010 AMIS has offered confidential support, information and signposting to men experiencing domestic abuse. We support any man aged 16+, including individuals who identify as men, regardless of ethnic origin, dis/ability, age, sexual orientation, or any other attribute. AMIS also advocates for male victims through training, education, media, and engages with policy makers through meetings, fora and consultations.

Support is offered by telephone, email and virtual one to one meetings. The service is being developed to include online chat and may later include other platforms.

Membership of the Protection of Vulnerable Groups (PVG) scheme will be required for the successful candidates.

This post will be funded by the National Lottery for a period of two years initially, with the term to be extended subject to further funding being secured.

**Main Purpose of job:**

* The Helpline Support Officer (HSO) will provide accessible, high-quality, responsive, long-term, short-term and crisis support to male survivors of domestic abuse, their friends, family and related professionals,
* By telephone, online and by email.
* Ensuring that risk and safety are assessed and supported in an ongoing way, in line with organisational policy and practice.
* Collaborating and working with other internal and external partners to develop AMIS’ systems and services.
* Adhering to client support policy and protocol while accurately maintaining helpline administrative systems and engaging in team meetings group supervisions sessions and personal development support.

**Responsible to**: Services Manager

**Place of work**: The job is based at the AMIS office in Mayfield, Dalkeith, with home working with agreement as appropriate. Occasional travel may be required.

**Salary**:

*Pro rata per annum* of £24,255 full-time**.** £11,087 *per annum* for 16 hour per week post

**Contract:** 2-year fixed contract, including 6 months’ probationary period however, future funding applications will seek to maintain this post.

**Working hours**: Monday to Thursday 11:30am – 2:30pm; Friday 11:30am – 3:30pm

**Annual Leave**: 24 days plus 12 statutory days (*pro rata*).

**Travel:** All reasonable travel, subsistence and other necessary expenses on AMIS business will be reimbursed.

**Pension scheme:** AMIS will provide a Pension Plan open to all staff after 3 months service. This is a defined contribution plan to which AMIS will contribute up to 6%, to match employee contribution.

**Equal Opportunities**: AMIS is committed to equality of opportunity and to non-discrimination on grounds of race, religion, age, sex, sexuality, marital status, disability or any other attribute.

**To Apply:**

**Please complete the attached application form and equalities monitoring form. These should be attached to an email to:** [**recruitment@amis.org.uk**](mailto:recruitment@amis.org.uk) **with ‘Helpline Support Officer’ in the subject line.**

**References:** At least one referee should be your current or most recent line manager, or equivalent. Appointment to the post will be conditional until satisfactory references are received.

Closing Date for applications: **Midday** on Monday 4th December 2023

Provisional date for interviews: Tuesday 12th December 2023

Interviews will be held at AMIS Headquarters in Mayfield, Dalkeith, Midlothian.

We will acknowledge receipt of your application by email. If you do not hear again from us within 14 days of the closing date, please assume that your application has been unsuccessful on this occasion. Please note that we can only provide feedback to shortlisted candidates.

# **Main areas of responsibility:**

**Provision of support to men affected by domestic abuse through the AMIS national telephone helpline, virtual 1:1 support, online chat facility and email enquiries**

* Work as part of the AMIS team, which includes other staff, volunteers and Trustees
* Provide a supportive, confidential, non-judgemental, listening response to callers
* Undertake risk assessments of service-users
* Undertake needs assessments of service-users to establish the appropriate support required
* Record relevant details fully and accurately. Prepare daily statistics and reports for the Services Manager
* Assist in maintaining a database of relevant services across Scotland
* Undertake any necessary training required for this role and be committed to continued professional development
* Work in partnership with a range of statutory and voluntary organisations
* Contribute to general administration tasks as required
* Assist with training – both internal and external
* Any other tasks as agreed with the Services Manager

**Benefits Package**

We offer a positive, supportive and stimulating work environment and culture

* Flexible hybrid blend of office (Mayfield, Dalkeith) and homeworking package
* Well established remote working tools and practices using Office 365, Teams and a VOIP telephone system, on all of which full training and support will be given
* 1:1 collaborative guidance and support in workload management and work/life balance
* Personal and career development and advancement
* Recognised accredited professional training, varied Continuing Professional Development, Opportunity to pursue CPD relevant to chosen specialisms
* Health Care – Bi-monthly independent mental health and wellbeing support and supervision
* Team Mixer Time – Regular social events and monthly social brunch/lunch to which all volunteers, staff and trustees are invited
* Pension Provision – Matched contributions up to 6%

# **Policies and procedures**

Ensure that you, as a team member, appropriately familiarise yourself with all relevant policies and procedures as required.

Take pro-active personal responsibility for ensuring AMIS services operate at all times within legal requirements, including Equal Opportunities, Anti-Discriminatory practice, Health and Safety, etc. in all aspects of your work.

Ensure that the personal information of service-users, volunteers, staff and others is accurate and up-to-date and that it is kept secure and confidential at all times in compliance with the Data Protection Act 2018, General Data Protection Regulations (GDPR) and AMIS policies and procedures. Any breach of confidentiality to be communicated to the services manager immediately.

Ensure that any issues in relation to child or adult protection concerns are responded to in line with AMIS policy and are brought to the immediate attention of the services manager.

# **Media**

Under the direction of and in co-operation with the services manager, assist in publicising the work of AMIS’s helpline and other support services in the press and media.

Contribute to AMIS publications and website content.

# **General**

Work collaboratively with the Trustees, services manager and any other staff and volunteers. Undertake any tasks as may reasonably be requested by the services manager.

**Person Specification**

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| --- | --- | --- |
| **Criteriaeria** | **Essential** | **Desirable** |
| **General** | Commitment to and ability to represent AMIS’s aims and values  Ability to work as part of a team and on own initiative  Flexibility regarding working outside office hours |  |
| **Education/**  **Qualifications** | SafeLives accredited Independent Domestic Abuse Advocate (IDAA) or willingness to work towards this qualification  A commitment to ongoing continuing professional development | Relevant qualifications or training |
| **Personal Qualities** | Commitment to supporting men who experience domestic abuse  Ability to demonstrate a non-judgemental approach  Good organisational skills |  |
| **Experience** | Experience of providing direct emotional and practical support/advice to individuals experiencing domestic abuse  Experience of working with a wide range of services and agencies to meet the needs of individuals | Experience of dealing with difficult situations and emergencies  Experience of providing direct support to men and their children |
| **Abilities, Skills & Knowledge** | An understanding and commitment to equality, diversity and inclusion  Knowledge and awareness of domestic abuse – different types of abuse, risk factors, prevalence, effects and barriers to seeking help, and how these may be affected by sex or gender.  Ability to provide effective support via telephone  An understanding of the importance of providing a confidential and non-judgemental service, and safe working practice  An understanding of the diverse needs of men and children experiencing domestic abuse and particular difficulties they may face  Excellent communication skills, oral and written  Ability to prioritise work load and respond to changing needs  Ability to record information accurately and maintain case files  Competence in use of IT including Microsoft Word, Excel and Outlook |  |