

LEEDS WOMEN'S AID

PERSON SPECIFICATION

HELPLINE (ACCESS & ASSESSMENTTEAM) RELIEF WORKERS

Knowledge

1. An understanding of the impact of domestic violence on women and children.
2. An understanding of risk and safety issues relating to domestic violence and women and children.
3. An understanding of the barriers faced by young women who are black, disabled, lesbian, bi-sexual or transgender and have or are experiencing domestic violence.

Skills

4. Ability to communicate effectively with a broad range of people.
5. Advocacy skills.
6. Ability to use Microsoft Office, database and the e-mail system
7. Proven ability to work on own initiative

Experience

8. Experience of working with vulnerable people and forming good relationships whilst working within professional boundaries
9. Experience of working with and building positive relationships with other organisations.

Other

10. Values must be consistent with those of LWA i.e. non-judgemental and the ability to maintain confidentiality.
11. Commitment to upholding LWA's policies and procedures.
12. Commitment to diversity and working in an anti-discriminatory way.
13. Willingness to work flexibly.

Additional attributes or experience (desirable):

- An understanding of the benefits system, housing rights and legal rights relating to domestic violence.
- Knowledge of the rights of women with No Recourse to Public Funds (NRPF) or EEA members who are experiencing/fleeing domestic violence and abuse
- A working knowledge of relevant legal remedies e.g. occupation orders.
- Experience of working with survivors of domestic violence.
- Experience of undertaking structured support work.
- Experience of working on a helpline or similar.