



Relief/bank Helpline (Access and Assessment Team)



Job Title	Relief/bank staff Helpline (Access and Assessment Team) - Female
Grade	£9.94 per hour
Responsible to	Relief Coordinator

Leeds Women's Aid provides a range of the very best services for vulnerable women and families who are victims and survivors of: Domestic, Sexual & Honour Based Violence and Abuse; Forced Marriage; Trafficking; Stalking and Harassment to become safe, confident and independent.

Our Vision – All women and children have the right to live their lives free from fear and harm.

Leeds Women's Aid is the lead agency in the Leeds Domestic Violence Service (LDVS), which is the Leeds City Council commissioned service, delivered in partnership with Behind Closed Doors and Womens Health Matters. LDVS offers support to women, men and transgender/non binary people.

Purpose of Job

The Access and Assessment Team (AAT) are the first point of access for anyone requiring support or advice and they staff the 24/7 helpline during office hours which is used by both the public and professionals. They quickly assess people's situations by doing an assessment of their risks, needs & assets in order to accurately advise them or admit them into the relevant support area. The skilled staff operating AAT will coordinate the various access points that people can use to obtain support from our services. These include helpline, website, and agency referral.

Our AAT workers provide crisis support and initial safety planning for those who need it, recognising that the Helpline will signpost and refer to all services in Leeds including referring in to the various services provided by LDVS including legal advice, community, refuge and support groups.

They will also give one-off safety advice and information for those not ready for, or requiring, additional support. The Helpline will also give advice to professionals who identify/suspect DV&A amongst the clients they work with.

The public can call anonymously to talk about their options, emotional support or to make a self-referral to the service, and professionals can request information or advice for clients.

AAT relief staff will train to cover the helpline initially and they may go on to train to cover assessments, drop-ins and other parts of the service.

Responsibilities

1. To provide an efficient referral and telephone support service for Leeds Domestic Violence Service (LDVS) which will include:
 - Receiving incoming calls, sifting calls, taking and routing messages.
 - Providing emotional support and practical information to callers.
 - Taking telephone referrals from women and men for LDVS.
 - Sign-posting and referring women to other agencies for safe accommodation or support.
 - Processing referrals
 - Promoting LDVS/LWA's bed space availability to relevant agencies.
 - Monitoring calls
2. Using a database to record the following information:
 - Records of ethnicity, age, disability and support needs of referrals
 - Records of source of referrals and other relevant information
3. To liaise with the supported housing team regarding referrals, bed-space availability, transfer of telephone lines, and monitoring.
4. To carry out some basic administration duties for LWA.
5. To attend staff meetings and training events as required.
6. To work within LWA's policies and procedures at all times, paying particular attention to confidentiality and health and safety.
7. To embrace anti-discriminatory practice in all aspects of this role.
8. To work at all times in a non-directive, non-judgemental and empowering way with (potential) service users.
9. To carry out any other duties that are reasonably required by LWA.

Relationships

Relief/bank workers will be supervised by the Access and Assessment Team Leader who will report to the Head of Services. All paid members of staff are accountable to the Chief Executive, and ultimately the Trustees of Leeds Women's Aid, and will work according to policies and procedures agreed by them.

Physical Conditions

The post will be based in the Access and Assessment Team in Leeds.

