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| **Job Title****Salary****Responsible To****Hours** | Relief Access & Assessment Support Worker (Helpline) |
| £9.94ph |
| Relief & Volunteer Coordinator |
| Various |

**Job Description**

Leeds Women’s Aid (LWA) is the largest women’s charity in Leeds, and has been providing support to women and children affected by Domestic Violence and Abuse (DV & A) for over 45 years. We are committed to our values and strive to embody them in everything we do. We provide 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.

LWA is the lead agency for commissioned Leeds Domestic Violence Service (LDVS), a consortium of 3 agencies offering support to women, men and transgender/non-binary people. This service works within a multi-agency framework provides high quality, pro-active service to victims of domestic, sexual and honour- based violence and abuse, stalking and forced marriage, often those at the highest risk.

LWA is also the lead agency in the innovative and unique Women’s Lives Leeds (WLL) partnership funded by the National Lottery Community, consisting of 11 women’s and girls’ organisations. Working with vulnerable women and girls, our vision is that many more women and girls in Leeds will have their needs met and be empowered to lead safer and healthier lives.

# 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. Full training provided at each stage.

# Physical Conditions

The post will be based at a refuge location in Leeds.

The post holder may also have to travel to other locations to ensure effective service is provided to each client.

# Economic Conditions

The salary will be £9.94 ph

**Responsibilities**

Responsible to:

Relief Access & Assessment Support Workers will be directly managed by the Relief & Volunteer Coordinator who reports to the Operations Manager (Community)

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.

# Main Duties

To provide an efficient referral and telephone support service for Leeds Domestic Violence Service (LDVS) which will include:

1. Providing emotional support and practical information to callers.
2. Taking self-referrals for all LWA & LDVS services
3. Processing referrals for all services and inputting them onto our database before allocating to the most appropriate past of the service.
4. Monitoring calls and ensuring all relevant information is recorded in detail
5. Signposting/referring callers to outside agencies where appropriate
6. Giving information and advice to other professionals regarding best practise for their clients
7. To respond to email enquiries in a timely manner
8. To liaise with the refuge team regarding referrals and bed space availability on a daily basis.
9. To attend staff meetings and training events as required.
10. To work within LWA’s policies and procedures at all times, paying particular attention to confidentiality and health and safety.
11. To embrace anti-discriminatory practice in all aspects of this role.
12. To work at all times in a non-directive, non-judgemental and empowering way with (potential) service users.
13. To carry out any other duties that are reasonably required by LWA.

**General**

1. To work within policies and procedures at all time,
2. To embrace anti-discriminatory practice in all aspects of this role.
3. To work at all times in a non-directive, non-judgmental and empowering way with all current service users and callers to the service.
4. To undertake any training or development opportunities provided by LWA.
5. To carry out any other duties that areas reasonably required by LWA.
6. To take all reasonable precautions to ensure your health and safety while at work, as well as that of your colleagues, in accordance with LWA’s Health and Safety Policy

**Person Specification**

You are required to have experience of:

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| --- | --- |
| **Essential Experience** | **How Assessed****A = Application****I = Interview**  |
| 1. An understanding of the impact of domestic violence on women and children
 | A & I |
| 1. An understanding of risk and safety issues relating to domestic violence
 | I |
| **Desirable Experience** |  |
| 1. Working with other voluntary and statutory services involved in the response to domestic violence and abuse
 | I |
| 1. An understanding of mental health, substance misuse and complex needs
 | I |
| 1. Recording and reviewing of detailed information
 | A |
| 1. Experience of working on a helpline
 | A |
| 1. Experience of working on a database
 | A |

You are required to have an excellent understanding of:

|  |  |
| --- | --- |
| **Essential Understanding** | **How Assessed****A = Application****I = Interview** |
| 1. Child protection and safeguarding adults in relation to DV&A
 | A & I |
| **Desirable Understanding** |  |
| 1. An understanding of the physical, social, and emotional impact of **trauma** on individuals.
 | I |
| 1. Clear understanding of equality issues and marginalisation of various groups and communities
 | I |
| 1. An understanding of the responsibilities of statutory agencies towards women, children and men experiencing domestic violence.
 | I |

You are required to be able to demonstrate that you:

|  |  |
| --- | --- |
| **Essential Skills** | **How Assessed****A = Application****I = Interview**  |
| 1. Ability to form good relationships with service users whilst working within professional boundaries
 | I |
| 1. Ability to communicate effectively with a broad range of people.
 | I |
| 1. Ability to work under own initiative, identify objectives, prioritise work, and handle pressure
 | I |

You are required to be able to demonstrate you:

|  |  |
| --- | --- |
| **Essential Personal Qualities** | **How Assessed****A = Application****I = Interview** |
| 15.Have values consistent with those of LWA | A  |
| 16.Are Committed to upholding LWA’s policies and procedures | A |
| 17.Are committed to diversity and working in an anti-discriminatory way | A & I |
|  18.Work flexibly | A |
| 19.Act with integrity and respect when interacting with service users, employees, agencies and individuals | A & I |

 **LWA’s Values**

**1. Be Exceptional**

• We are experts in our field & proud of having a women-centred approach

• We are pioneers & leaders, striving to perform & innovate

**2. Be Courageous**

• We are honest, inventive & have the integrity to challenge perceptions & practice

• We are encouraging & empowering of each other to be courageous & brave

**3. Be Inclusive**

• We are diverse, welcoming, approachable & inclusive in as employers, service providers & people

• We promote unity, fairness & respect

**4. Be Inspirational**

• We are proud of our creativity & how we motivate, listen, empower & support each other

• We are encouraging & lead by example to achieve the best

**5. Be Responsive**

• We are collaborative, aware, compassionate & sensitive

• We adapt our approach to meet changing needs