

HULL WOMEN'S AID

PERSON SPECIFICATION

JOB TITLE

Domestic Abuse Helpline Support Worker

SALARY: £21,269 (pro rata)

ATTRIBUTES	ESSENTIAL	HOW IDENTIFIED	DESIRABLE	HOW IDENTIFIED
Relevant Experience	<ol style="list-style-type: none"> 1. Previous experience and demonstrable knowledge of working in an advice and support capacity with victims/survivors of domestic abuse or other vulnerable client groups. 2. Experience of risk assessment and developing risk management plans 3. Ability to assess and establish need in a client centred way following policy, guidance and practice direction. 4. Experience of interagency working and working in a team. 	<p>Application Form Presentation Interview References</p>	<ol style="list-style-type: none"> 1. Working within a voluntary organisation. 2. Contributing to organisational change & development. 3. Knowledge and awareness of issues relating to communities from different racial and cultural backgrounds and equal opportunities. 	<p>Application Form Interview</p>
Qualifications	<ol style="list-style-type: none"> 1. Independent Domestic Abuse Advocate Qualification (accredited) or equivalent; NVQ Level 3 in relevant subject (or willingness to work towards obtaining this level of accreditation) 2. Willingness to undertake further certified training as required 	<p>Application Form Certificates</p>	<ol style="list-style-type: none"> 1. Recognised counselling qualification 2. Up to date knowledge of current issues, research theories, effective practice, policies and procedures 	<p>Application Form Certificates</p>
Special Skills & Abilities	<ol style="list-style-type: none"> 1. Understanding of the impact of domestic abuse on women and children 2. Able to work constructively in a pressurised environment and in stressful situations. 3. Able to deliver a range of services in a person centred, non-judgemental manner. 	<p>Application Form Interview Presentation References</p>	<ol style="list-style-type: none"> 1. Good workload management 2. Able to collate, monitor and analyse data 	<p>Interview References</p>

Social Skills	<ol style="list-style-type: none"> 1. Excellent communication, both verbal and written, with staff and other professionals. 2. Good listening skills. 3. Empathic and non-judgemental approach, empowering style. 	Interview References	<ol style="list-style-type: none"> 1. Proven ability to assess complex situations 2. Adaptable and able to work in a challenging and changeable environment 	Interview References
Motivation	<ol style="list-style-type: none"> 1. Commitment to supporting/empowering victims/survivors of domestic abuse 2. Commitment to own professional development. 	Interview References		
Physical Characteristics	<ol style="list-style-type: none"> 1. Able to work flexible hours, including emergency on-call duties. 	Application Form	1 Stamina and resilience to deal with stressful and challenging situations.	Interview References
Disclosure of Criminal Record	Declaration of full details of <u>everything</u> on candidate's criminal record.	Application Form (after shortlisting).		
	The successful candidate's appointment will be subject to HWA obtaining a satisfactory Enhanced with Adult & Children's Barring List Disclosure from the Disclosure & Barring Service.	DBS Disclosure (successful candidate only).		

Prepared by: **Michelle Donnelly**

Designation: **Chief Executive Officer**

Date: 11 October 2022