

Hull Women's Aid

Reg. Charity No: 1160440

*Offering Protection, accommodation, advice and support to
Women and Children and Young People experiencing domestic abuse.*

Job Description

Job Title: Domestic Abuse Helpline Support Worker

Responsible to: Hull Women's Aid Chief Executive Officer

Overall Purpose of the Job: To provide a comprehensive advice and support line service during office hours. This will include taking referrals, contacting clients and identifying risk and needs and uploading information to our secure case management system.

Main duties:

Provide a listening support, advice and information, and signposting to those experiencing domestic abuse who contact the Hull Women's Aid helpline.

Respond directly to online requests/and or support from individuals experiencing domestic abuse

Process external agency referrals, and requests for information – including supporting letters.

Ensure that risk and safety are central to client calls at all times and that any concerns around risk and safety of an adult, child or young person are raised with a line manager at the point of call and addressed immediately.

Ensure clients are clear about their rights and obligations whilst receiving support.

Ensure that meaningful involvement of clients is central to all activities, applying equal opportunities and anti-discriminatory policies and ensuring rights to privacy and confidentiality.

Refer to other domestic abuse services if appropriate.

Provide updates on the support provided to their clients, as and when requested by other agencies and as appropriate in relation to statutory requirements for good practice in the sharing of information.

Process requests for refuge both in and out of the Hull area.

Review workload daily and prioritise accordingly.

Ensure helpline calls are logged accurately on the system.

Update Routes to Support daily with vacancies.

Record and respond to voicemail messages and out of hour's calls.

Joint working:

Work closely with support workers in the organisation to ensure that service users have access to the full range of services provided by HWA.

Work in collaboration with other agencies and to facilitate joint working on behalf of service users where appropriate

General duties:

Identify own training and development needs and participate in all training courses relevant to Hull Women's Aid's commitment to providing high quality services.

Attend supervision sessions and team meetings and undertake all other reasonable duties as required by the CEO in furtherance of the objectives of the post.

Managing Security:

To maintain the security and well-being of survivors of domestic abuse and their children within the premises, and to communicate immediately with the line manager any breaches of safety and security, house rules or occupancy agreements especially where there is a concern in regards to safety.

To control access to the refuge when on duty and remind residents to keep the building secure when staff are not present.

To maintain confidentiality, professional boundaries and security, when working with residents, staff and external agencies.

Managing Health & Safety:

To support the management of health, safety and security within the refuge.

General information

The above principal accountabilities are not exhaustive and may vary without changing the character of the job or level of responsibility.

The Health and Safety at Work Act 1974, and other associated legislation places responsibility for Health and Safety on all employees. Therefore it is the post holder's responsibility to take reasonable care for Health and Safety and Welfare of herself and other employees, in accordance with legislation.

Willingness to work outside normal hours including evenings and weekends and to participate in promotional, fundraising and income generated events, activities and other duties as reasonably required by the organisation.

The above duties may involve having access to information of a confidential nature, which may be covered by General Data Protection Regulations. Confidentiality must be maintained at all times

The post will have a probationary period of 3 months with monthly reviews.