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| Job Title | Survivor Advocacy Support Worker -Helpline |
| Responsible to | Team Manager: Helpline |
| Responsible for | Helpline and Live Chat |
| Hours of Work | 18 hours per week (3 shifts per week incl every Sunday)  Hours will be worked over a 9 week rolling rota including a combination of days, evenings and weekends.  Ability to work evenings and weekends and overnight on-call on a rota basis. This will be a minimum of 1 in 9 on a rota basis. |
| Salary | Unqualified - NJC Scale Point 17 £24,491 FTE per annum (pro rata)  Qualified - NJC Scale Point 20 £25,991 FTE per annum (pro rata) |
| Contract | Fixed Term to March 2022 |
| Location | Juno Women’s Aid premises and home |
| Date revised | Feb 2021 |

***The above is provided for guidance and is not an exhaustive list of all responsibilities that the post holder may have over time.***

**Job Purpose**

Provision of support via the 24-hour free phone domestic violence helpline, drop in, email and live chat services to survivors. To provide support and guidance on Domestic Violence Abuse (DVA) to practitioners from other local agencies supporting survivors.

**Job Summary**

A Domestic Violence specialist, you will work pro-actively with women, offering risk assessed, strength based, and needs led support. You will work alongside each woman, throughout her journey, agreeing individual safety support plans including onward referrals where appropriate as well as advocating on her behalf to achieve safe and independent lives.

**Responsibilities and Duties**

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| The list below describes the main responsibilities and duties of the role but is not a finite list. You will be required to carry out any other duties commensurate with this post.   * To work as part of a team providing first-response to callers experiencing domestic violence and abuse- 24 hour 7 days a week 356 days a year. You will be required to covering all shifts including on call overnight from home on a rota basis. * To provide high quality support over the telephone, face to face via email, text and live chat * To provide non-judgemental, non-directive, person centred support, advice and advocacy enabling survivors to make empowered decisions for themselves * Work closely with survivors, carrying out appropriate risk and needs assessments and safety support plans. * To provide information and options around legal matters including civil and criminal remedies relating to domestic violence and abuse, immigration issues and housing * Advocate on behalf of women with external agencies including where appropriate MARAC, courts, housing, child and adult social care, health and other voluntary and community organisations. * To ensure the service is accessible and work to engage with all potential service users * Keep and maintain accurate and confidential records of all work undertaken * To use own initiative to respond to callers, to prioritise workload, resolve crisis situations and maintain excellent time management * Ensure effective implementation of Juno’s Equality and Diversity policies and awareness and integration of an equalities and human rights agenda in all of your work. * Contribute to Survivor feedback and voice in service delivery and service development. * Ensure service standards are maintained and all policies and procedures complied with. * Ensure that the service is delivered in line with the service SLA and contract   **Contribute to the high-performance and development of your team**     * Contribute effectively to team working, team meetings and the team plans. * Work with volunteers as necessary to enhance the capacity of the service * Respond to crisis drop ins as required * Promote the service widely to ensure referrals are received from women across all communities. * Undertake training and ensure your knowledge is up to date and where relevant shared with your team |

**General Duties**

* At all times protect the safety and security of JUNO and service users, staff, volunteers, and all those in the work of JUNO, JUNO premises and the confidentiality of records and other information;
* Uphold the right of women, children and young people who have experienced domestic violence, advocating vigorously for them while offering protective strategies, and appropriate safe services;
* Adhere to Safeguarding Children and Adult policies, Health & Safety and Equal Opportunities;
* Adhere to the terms of relevant legislation, especially in respect of Safeguarding Children and vulnerable adults, Equality & Diversity, Employment and Health and Safety; and also keep updated of any changes or proposed changes in relevant legislation, policy and practice;
* Undertake such other duties, appropriate to the grade and character of the work, as may reasonably be expected.

**Values, Behaviours & Competencies**

* Committed to the purpose of Juno Women’s Aid, ensuring that the Survivor is at the heart of service delivery and development
* Feminist and committed to fostering innovation and continuous improvement in working practice
* Flexible and open to new challenges, ideas and experiences, and able to be self-reflective
* Committed to understanding diversity and ensuring anti-discriminatory practice is applied in all forms of our work
* Non-judgemental with a commitment to self-care within the team
* Collaborative, building relationships with internal and external partners.
* Non-judgemental with a commitment to self-care within the team and wider organisation

**For Official Use only**

Agreement to Job Description by candidate accepting the job offer:

*In accepting the offer of employment by Juno, I agree to work to this Job Description and understand that this may change to reflect changing requirements of this role.*

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| Name: | Signature: |
| Date: | Start date: |

PERSON SPECIFICATION

*Your application should give clear examples of your experience, knowledge, skills and*

*abilities gained in both paid and/or unpaid (volunteer) work for each of the Person*

*Specification criteria*

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| **Experience** | * Experience of working with women, children and young people affected by domestic abuse * Experience of using and working with Adult and Child safeguarding procedures * Crisis management experience * Experience of working with a range of voluntary and statutory agencies * Working with complex cases or multiple support needs including substance misuse, mental ill health and disability |
| **Knowledge and Understanding** | * Understanding of the practical, emotional, social and economic issues facing children and young people of different ages and their mothers/carers who are affected by DVA * Understanding of the differing forms and impacts of DVA across the communities we serve * Sound knowledge of safeguarding for adults and children * Understanding of issues affecting women and children who are involved in criminal, family and civil court proceedings |
| **Skills and Abilities** | * Strong listening and telephone skills * Ability to manage own workload, balancing competing priorities and working to tight deadlines * Excellent time management and organisational skills * Ability to work on own initiative * Ability to work as a strong team player and positively contribute to the wider team. * Ability to work in a team and in multiagency partnerships * Excellent IT, written and verbal communication skills * Ability to work sensitively and in a non-judgemental manner with vulnerable survivors |
| **Equalities and Diversity** | * Clear understanding of the effects of domestic abuse on different groups of women and children * Ability to challenge inappropriate and discriminatory comments in an appropriate manner * Experience of relating to a multi-cultural service user group and staff |
| **Values** | * A commitment to the principles and values of Women’s Aid England |
| **Other** | * An enhanced DBS is required for this role * Ability to work evenings and weekends and overnight on-call on a rota basis. This will be a minimum of 1 in 9 on a rota basis. |