



# JOB DESCRIPTION

Job Title:	Referral and Helpline Coordinator
Responsible To:	Rape Crisis Service Manager
Conditions of Service:	<ul style="list-style-type: none"><li>• 37.5 hours per week</li><li>• 25 days annual leave rising to 30 days per annum</li><li>• Public Holidays</li><li>• 6 month probationary period</li><li>• 3% matched contribution to SWA stakeholder pension scheme</li></ul>
Salary:	£28,000-£30,500 per annum based on relevant qualifications and experience
Contract:	Fixed Term (maternity cover- 1 year) from 22 <sup>nd</sup> August 2018
Location:	Islington

## Main Purpose of Job

Coordinate the referrals and helpline for the North London Rape Crisis service by managing all incoming calls/emails and referrals and supervising a team of volunteers to support you in this role.

## Key Tasks and Responsibilities

- To manage the incoming referrals (both self and agency) for North London Rape Crisis via phone and email and all associated administration including the inputting of data into the various systems and databases.
- To ensure helpline is operational 21 hours per week and all callers receive accurate information regarding The Havens, legal and other options as well as emotional support in line with service standards.
- To coordinate and supervise a team of volunteers (already recruited and trained) to support you in managing the incoming referrals and helpline calls.

- To coordinate and undertake the administration of the referral and helpline including data inputting and the referral pathway into all rape crisis face to face services including allocation of clients to ISVAs.
- To handle the incoming calls and offer support, signposting and information where appropriate to survivors of sexual violence and professionals seeking advice.
- To conduct initial over-the-phone risk and needs assessments to ascertain safety and care plan of each client on a case by case basis before referring on to specialist support within the service.
- To support with the data monitoring for the service by collating figures quarterly for funders and commissioners.
- To work closely with external and internal agencies such as adult and child safeguarding and violence against women and girls services.
- To recruit and train a group of helpline volunteers including the planning and delivery of training as well as assessing their performance.
- To develop and maintain helpline policies, guidelines and procedures to guarantee callers are getting the best support and calls are recorded.
- To provide internal and external training to a range of partners, i.e. Samaritans, NHS, universities on how to best support survivors who have experienced sexual violence and on how to deal with first disclosures.

### General Responsibilities

- Attend regular supervision sessions with Line Manager.
- Attend relevant training courses as identified during supervision or the Annual Appraisal.
- Comply with SWA policies and procedure.
- **Implement at all times SWA's Equal Opportunities Policy and** further develop anti-discriminatory practice.
- Maintain confidentiality in all matters relating to the organisation.
- Provide ad hoc support to any part of the organisation as requested by your Line Manager, Director and/or Board to ensure the smooth running of the organisation.

### Corporate Responsibilities

- **Ensure that all Solace's policies and procedures in your work area are up to date.**



- **Ensure effective implementation of Solace's Equality and Diversity policies and ensure awareness and integration of an equalities and human rights agenda in all your work.**
- Ensure that the service user is at the heart of all service delivery and development.
- Attend all meetings and training relevant to your role.
- Attend regular team meetings, ensuring that you contribute to effective working practice and communication.
- Act as an ambassador for Solace.

Carry out other duties appropriate to the post as requested by your line manager.

Whilst every endeavour has been made to outline the duties and responsibilities of the post, these duties are not exhaustive.



# 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.*

Experience	Experience of working with women who have experienced sexual violence and domestic violence
	Experience of working with a diverse client group and staff team, and developing anti-discriminatory practice
	Experience of planning and delivering training for internal/external staff and organisations
	Experience of working in a busy helpline/referral line environment - Desirable
	Experience of service monitoring and evaluation including maintaining systems for data collection, analysing data and inputting data.
	Experience of supervising staff or volunteers
	Experience in conducting risk and needs assessments, care planning and case management
Knowledge + Understanding	A clear understanding of the myths and facts of sexual violence and the short and long term impacts of sexual violence
	An understanding of the effects of and issues facing women who have experienced sexual violence
	Knowledge of the particular needs of women from diverse communities and the barriers to accessing support particularly women from BAMER communities, women with mental health issues, young women, women with drug and alcohol issues and lesbian, bisexual and transgender women
	Working knowledge and understanding of Safeguarding practices and protocols
	Knowledge of trauma based response and trauma informed care
	Knowledge and understanding of the criminal justice system, police reporting and the key features of the Sexual Offences Act 2003
	Independent Sexual Violence Advisor (ISVA) qualification – Desirable



Skills + Abilities	Ability to quickly build trust with clients over the phone through your empathetic listening and communication skills
	Ability to communicate with women from a range of backgrounds, including the appropriate use of interpreters when required
	Ability to speak a language other than English – Desirable
	Ability to assess and prioritise need and risk and offer clear information so that survivors of sexual violence are able to choose how they want to proceed
	Ability to liaise appropriately and communicate clearly with a variety of statutory and voluntary agencies
	Excellent data monitoring skills including use of Excel for this purpose
	Good organisational and ICT skills including the ability to be self-servicing, use relevant IT packages and maintain an efficient case recording system
Values + Ethos	A thorough understanding of anti- discriminatory work and practice
	A commitment to the <b>values and ethos of Solace Women's Aid</b>
	A commitment to fostering innovation in working practice
	A flexible approach to your work
	<b>A commitment to respecting and valuing service users' perspectives and involvement in Solace</b>