**\*ARMED FORCES HELPLINE WORKER\***

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| JOB TITLE: | **ARMED FORCES HELPLINE WORKER\******\**** *PLEASE NOTE: This post is restricted to women applicants under the Equality Act 2010, Schedule 9, Part 1* |
| LOCATION: | Portsmouth & Home Based |
| SALARY: | £24,000 pro rata | CONTRACT TO: | February 2027 (continuation subject to funding) |
| POSITION TYPE: | Part time | HOURS: | 27hrs per week# |

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| External posting URL: | Enter web address - job |

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| Applications Accepted By: |

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| EMAIL:Recruitment@aurorand.org.uk | Please send covering letter, covering all points in the person specification, complete our diversity form  |

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| JOB DESCRIPTION |
| **ROLE OUTLINE****#** These hours will be on a 2-week rotation rota and will include weekdays, evenings, and Sundays. 4 shifts per week.As the Helpline Support Worker your role will be to provide a high-quality service (information, advice, and support) to victims/survivors of domestic abuse, sexual violence and/or stalking (aged 16+). You will offer this support through a variety of methods such as telephone, text, and online support. The service will be working specifically within an armed forces (army) remit, as follows:* Where the victim is a serving member of the army.
* Where the alleged perpetrator(s) is a serving member of the army.

**CORE DUTIES*** Work in accordance with the bespoke model of support provided, responding to the unique needs of forces personnel and their families.
* Ensure victims/survivors have access to information, advice, and support at a time when they need it.
* Identify and assess the risks and needs of victims using evidence-based risk identification checklist, or needs assessment, as appropriate.
* Offer emotional support to victims of abuse.
* Offer information in the form of signposting/referral to support services.
* Support the empowerment of the client and assist them in recognising the features and dynamics of domestic abuse/sexual violence or stalking, helping them regain control of their lives.
* Participate in the delivery of training and awareness raising as relevant to the role.
* Help maintain accurate and confidential case management records using the database and contribute to monitoring information for the service.
* Comply with data protection legislation, confidentiality and information sharing policy and procedures and all legislation connected to your work.
* Support colleagues and partner agencies, through awareness raising and institutional advocacy, to provide the best possible service for victims of domestic abuse, sexual violence, and stalking.
* Respect and value the diversity of the community within which the service works and recognise the needs and concerns of a diverse range of survivors ensuring the service is accessible to all.

**This job description is a guide to the work you will initially be required to undertake. It may be changed from time to time to meet changing circumstances. It does not form part of your contract of employment**.  |
| **ORGANISATION**Aurora New Dawn is managed by the Chief Executive Officer The line management for this post will be undertaken by the Armed Forces Senior AdvocateThe service is Registered Charity and has a board of trustees and a full constitution to adhere to.   |
| **CORPORATE RESPONSIBILITIES**The above range of duties and responsibilities is not exhaustive: post holders will be expected to perform work of a similar level and responsibility when requested to do so. Remain up-to-date and compliant with all organisational procedures policies and professional codes of conduct and uphold standards of best practice.Observe duty to all Health and Safety rules and take all reasonable care to promote the health and safety of yourself and others.Act in a way that supports and promotes Aurora New Dawn’s Equal Opportunities Policy, which aims to ensure everyone has equal treatment and equal access to employment and services.Contribute to Best value by working in an effective, efficient, and economical way, and to suggest and implement improved ways of working wherever possible.  |
| **IT SECURITY**All staff must strictly adhere to current Aurora New Dawn policy on IT security as instructed by Chief Executive. Any breach of this policy could invoke the Aurora New Dawn disciplinary procedures, which could result in dismissal.  |
| **CONFIDENTIALITY OF INFORMATION** Any information which staff have access to as a result of their employment with Aurora New Dawn must be regarded as confidential and must not under any circumstances be divulged to a third party without the appropriate authority (not even to relatives or close friends). If it is found that a member of staff has divulged such information, it may be appropriate to invoke the Aurora New Dawn disciplinary procedures, which could result in dismissal. All staff must be vigilant and careful to ensure that all information, which they have access to, remains confidential |
| **CUSTOMER SERVICE**All Aurora New Dawn employees must be committed to Customer Service with both internal and external clients. It is essential to maintain a high level of competence in this area. |

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| **WHAT AURORA OFFERS** |
| * A full package of training.
* The opportunity to join a friendly, women-only team with a broad range of backgrounds and experience.
* A forces-friendly environment that understands the unique needs of armed forces families.
* Guidance and support from the point of induction onwards, including the provision of clinical supervision.
* Generous package of paid days holiday per year, plus bank holidays
* An additional day off for your birthday
* Opportunities for additional sessional work (if desired)
* Contribution pension scheme – NEST with 3% company contribution.
* Sick pay
* Free DBS checks
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| **PERSON SPECIFICATION** |
| **KNOWLEDGE, SKILLS AND ABILITIES****It is essential that the post holder has the following:*** A good understanding of domestic abuse, sexual violence, and stalking, including the potential impact on victims, their families and their children.
* Some knowledge/understanding of potential civil and criminal justice remedies for victims of domestic abuse, sexual violence, or stalking.
* A clear understanding of safeguarding issues, and the legal responsibilities surrounding these.
* An understanding of the principles of risk/needs assessment, safety planning and risk management for victims of domestic abuse, sexual violence, and stalking.
* Strong crisis management skills and the ability to deal with stressful and difficult situations.
* An understanding of the remits and resources of relevant statutory bodies and voluntary agencies.
* Both an understanding of, and commitment to, equal opportunities and diversity issues in policy and practice.
* Ability to work effectively both independently and as part of a team.
* Computer literacy skills and experience of working with databases and report writing.
* Experience of the force’s community (whether as a dependent or as a member of serving personnel)
* A thorough grasp of the specific issues facing armed forces personnel and their families, both generally and when disclosing and reporting abuse.
* The Helpline is managed through on online system so good internet connection is a must, as is a private space to work.

**EXPERIENCE*** Some experience of working with or supporting people experiencing domestic abuse, sexual violence or stalking in an official capacity would be advantageous. Where applicants do not have direct experience, they should be able to demonstrate a solid understanding of the subject matter.
* Experience of working on a helpline or in an emotional support setting environment would be advantageous.

**QUALIFICATIONS/PROFESSIONAL MEMBERSHIP*** No former training needed.

**PERSONAL QUALITIES, ATTITUDE AND PRESENTATION****You are required to demonstrate:*** A commitment to a feminist ethos
* The ability to remain compassionate and empathetic towards your client’s situation at all times.
* A non-judgmental and non-directive approach to empowering survivors along with the ability to understand each individual’s needs.
* The ability to think creatively, show initiative and be proactive when managing your caseload and interacting with your clients and the agencies you are working with.
* That you act with integrity and respect when working with all clients, agencies and individuals.
* That you are able to critically assess your own performance and reflect on own practice.
* That you are consistent and flexible, and able to deal with changing and competing demands.
* A commitment to anti-discriminatory practice.
* That you are reliable and trustworthy.
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| **DBS Disclosure at Enhanced level will be required prior to any offer of employment. This post is exempt from the Rehabilitation of Offenders Act 1974.** |