**FEMALE\* 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: | Flexible and Home working – Some travel required as per case load | | |
| SALARY: | GRADE 7: £24,000 (Unaccredited)  GRADE 8: £27,000 (On completion of relevant role-related Accreditation or for current accredited advocates) | CONTRACT TO: | August 2026  (continuation subject to funding) |
| POSITION TYPE: | Full time | HOURS: | 37hrs per week |

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| External posting URL: | [https://www.aurorand.org.uk/job/female-armed-forces-advocate-royal-navy/](https://eur01.safelinks.protection.outlook.com/?url=https%3A%2F%2Fwww.aurorand.org.uk%2Fjob%2Ffemale-armed-forces-advocate-royal-navy%2F&data=05%7C02%7CLyn%40aurorand.org.uk%7C153c7094d2354914872408dd4780e1fd%7Cf3312b95712049cc9a60f63d8b355a63%7C1%7C0%7C638745341054850941%7CUnknown%7CTWFpbGZsb3d8eyJFbXB0eU1hcGkiOnRydWUsIlYiOiIwLjAuMDAwMCIsIlAiOiJXaW4zMiIsIkFOIjoiTWFpbCIsIldUIjoyfQ%3D%3D%7C0%7C%7C%7C&sdata=ffzDOjpjP1rlEeR8NJRTg%2BGYT10p1aco1wppNmw%2BLhc%3D&reserved=0) |

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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, CV and complete our diversity form |

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| JOB DESCRIPTION |
| As an Armed Forces Advocate your role will be to provide a high-quality frontline service to victims of domestic abuse, sexual violence and/or stalking (aged 16+), working specifically within an armed forces remit, as follows:   * Where the victim is a serving member of the armed forces. * Where the alleged perpetrator(s) is a serving member of the armed forces.   This post involves working with victims who have links to the Royal Navy.  To work within a multi- agency framework and develop tailored safety and support plans which respond to individual risk/need.  **Responsible to: AFA senior Advocate**  **CORE DUTIES**   * Take the role of an Armed Forces Advocate (AFA) within the Aurora Service, working specifically with victims of domestic abuse, sexual violence and/or stalking who have links to the armed forces. * Work in accordance with the bespoke model of support provided by our Armed Forces Advocacy Service (AFAS), responding to the unique needs of forces personnel and their families in the development and delivery of support plans. * Identify and assess the risks and needs of victims using evidence-based risk identification checklist, or thorough needs assessment, as appropriate to the case. * Work with victims of abuse to help them access services to keep themselves, their families, and their children safe. * Advocate for victims with agencies, while maintaining an independent role, who can help to address the domestic abuse/sexual violence/stalking by**:**   1. Understanding the role of all relevant statutory and non-statutory services available to victims and how your role fits into them.   2. Providing advocacy, emotional and practical support and information to victims including in relation to legal options, housing, health, and finance.   3. Working within the structure and policy/process framework of the armed forces, tailoring your support accordingly and ensuring that victim safety and wellbeing is always kept at the forefront.   4. Working directly with all key agency partners (forces and civilian) to address the safety of victims, ensuring that their safety plans are coordinated through established multi-agency processes. * 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. * Act in an advisory capacity to armed forces personnel and welfare services as required. * Participate in the delivery of training and awareness raising as relevant to the role. * Be proactive with the Line Manager in carrying out periodic case reviews based on a review of risk and need, which feeds back into action planning to further progress, signpost, or close cases. * 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 Advocate  The 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 |

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| **PERSON SPECIFICATION** |
| **KNOWLEDGE, SKILLS AND ABILITIES**  **It is essential that the post holder has the following:**  **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 multi-agency work would be advantageous.   **QUALIFICATIONS/PROFESSIONAL MEMBERSHIP**   * A willingness to undertake additional relevant study and training is essential.   **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. * The ability to motivate individuals and agencies to move through courses of action and decision-making processes. * 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 efficient and punctual. |
| **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.** |