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| **Job title** | **Helpline and Admin Project Support Worker** |
| **Accountable to** | Service Manager: DA Service for Male & LGBTQ+ Survivors |
| **Hours** | 22.5 hours per week |
| **Salary** | £14,531.40 per year |

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| **Organisational vision:** |
| Our goal is for everyone to have equal, healthy relationships free from domestic abuse, sexual violence and gender inequality. |

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| **Purpose of the job:** |
| * Provide support and immediate safety planning to male survivors, professionals and 3rd party callers on the Helpline and when initially referred into service. * Provide administrative support to the team ensuring a high-quality support service to male & LGBTQ+ survivors of domestic and sexual violence and abuse   The role will involve a balance of admin and helpline tasks but calls from survivors will take priority.  The service is developing new campaigns to raise community awareness of men experiencing domestic and sexual abuse and is hoping to increase calls to the helpline. The role will be subject to development as survivor needs change. |

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| **The principal tasks and responsibilities:** | |
| 1. | **Strategy** |
|  | 1. Work with the Head of Service and Service Manager to develop, implement and review the Men’s Service Strategy. 2. Support in the implementation of wider organisational business plans and strategies |
| 2. | **Team** |
|  | 1. Contribute to positive, collaborative teamwork within the service and wider Equation team. 2. Attend regular team meetings and ensure effective communication |
| 3. | **Delivery: Systems and Administration** |
|  | * Input referrals onto Equations secure information system (Oasis) * Carry out referral assessment checks. * Update and maintain service email inboxes * Write concise case notes in a timely manner to record contact with service users, 3rd parties and other professionals, and other work completed on case files * Research and prepare case logs for the team to present at MARAC meetings. This will include using the shared ECINs database * Support team members with reporting and other administrative tasks |
| 4. | **Delivery: Helpline service** |
|  | * Provide timely initial response to survivors, professionals and 3rd party calls via both the helpline and email function and triaging (including identifying support needs and risks in partnership with survivor, safety planning and where appropriate completing a DASH-RIC form to assess risk). * Make appropriate referrals to the Standard, Medium and High-Risk Support Services * Navigate and signpost survivors, professionals and 3rd parties to other services * Share information safely and securely to ensure confidentiality and compliant with Data Protection legislation and GDPR compliance * Ensure that Equation’s Adult and Children’s Safeguarding Policies are adhered to, and that statutory Safeguarding Procedures are utilised where appropriate * Ensure that survivors’ wishes are at the heart of any decisions made which affect their lives * Cover additional Helpline Hours 4.30-7.30pm on Wednesdays |
| 5. | **Monitoring and Quality Assurance** |
|  | * Ensure that contact with service users is recorded accurately utilising Equation’s case management and logging systems * Ensure that monitoring and service data is accurate, up to date and fully recorded including the expected outcomes for the service * Encourage survivors to provide feedback on the experience of the services they receive from Equation and other services. * Ensure Service Standards are maintained as per the service’s procedures manual. |
| 6. | **Marketing** |
|  | * Support promotion of the service to communities and professionals as required |
| 6. | **Equation** |
|  | * Assist Equation wider team with any information that they may require to support the workstream * Ensure own and team compliance with all Equation’s policies and procedures * Contribute to ensuring that processes are efficient and provide value for money * Promote all Equation resources, services and fundraising opportunities * Keep up to date with relevant legislation, policy and practice, especially safeguarding and gender issues * Any other duties as required of you by Equation |
| 3. | **The post holder must be committed to:** |
|  | * Equation’s core values of compassion, positivity, rigour, passion, collaboration, and diversity, equality & inclusion * Increasing personal awareness in relation to diversity and equalities and incorporating this awareness into service provision * Challenging stereotypes, prejudice and discrimination experienced by groups and individuals on issues such as gender, race, ethnicity, nationality, sexual orientation, disability, class status, age and religious or non-religious beliefs * Increasing and promoting equality and fairness for women and girls. * Developing an understanding of how domestic and sexual violence is interwoven within and across all social, cultural and religious communities |