**Person Specification**

**Helpline & Admin Project Support Worker**

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| **Knowledge and Experience** | 1. Direct contact experience supporting or working in a frontline service with vulnerable adults, adults with complex needs or survivors of domestic abuse. 2. Experience of risk assessment, safety planning and developing support plans in partnership with service users 3. Understanding of safeguarding procedures in relation to children and vulnerable adults. 4. Knowledge and understanding of local referral pathways, including MASH and MARAC. 5. Working knowledge of domestic abuse legislation including criminal and civil remedies, housing, welfare benefits and immigration law 6. Knowledge of issues and barriers experienced by male survivors of domestic abuse, including gay, bi-sexual and trans men, familial abuse and men from BAME communities | E  D  D  D  D  E | A/I  A/I  AI  AI  A/I  A/I |
| **Qualifications and Training** | 1. Relevant domestic violence training following the power and control theory, for example, Equation’s Understanding and Responding to Domestic Violence and Abuse and Challenging Domestic Violence 2. Safeguarding Training | D  D | A  A |
| **Skills and Abilities** | 1. Excellent communication skills, both written and verbal 2. Working knowledge of IT: Microsoft Office Suite, for case recording and the collation of monitoring and evaluation forms 3. Ability to work in line with Data Protection legislation, confidentiality and information sharing policies and procedures. | E  E  E | A/I A/I  A/I |
| **Personal qualities and attributes** | 1. **Positivity**: Enthusiasm, self-motivation and a self-managing ‘can do’ attitude. A determination and willingness to take on new challenges and responsibilities 2. **Passion:** Willing to challenge stereotyping, prejudice, discrimination and bias and work towards ending domestic abuse, sexual violence and gender inequality. 3. **Rigor:** Committed to ensuring best practice, taking an evidence based and considered approach whilst also enjoying using own initiative and being creative to challenge domestic abuse, sexual violence and gender inequality. 4. **Collaboration:** Effective team player and willingness to work as part of the Equation team and with other partners. 5. **Compassion:** A commitment to ending violence within relationships and prioritising the safety of survivors, their children and the whole community. 6. **Equality, Diversity & Inclusion:** A commitment toproviding services that are inclusive, where Service Users feel safe and accepted, and the ability to support everyone depending on their needs. | E  E  E  E  E  E | A/I  A/I  A/I  A/I  A/I  A/I |
| **Other Requirements** | 1. Happy and able to work on a Wednesday evening for the additional helpline hours cover (4.30-7.30pm) | E | A/I |

E= Essential D= Desirable A=Application Form I = Interview