

## Sessional Helpline Operator

### Job Description & Person Specification

<b>Job title:</b>	Sessional Helpline Operator
<b>Location:</b>	Belfast, Derry and remote working available
<b>Hours:</b>	Varies but 24/7 cover is required
<b>Payment</b>	£11.50 per hour on zero hours' contract basis
<b>Responsible to:</b>	Helpline Lead
<b>Line Manager:</b>	Operations Manager

Nexus NI welcomes applications from all members of the community. Remote working is available particularly for evening, night and weekend cover. Training and supervision will be in the Belfast & L'Derry offices of Nexus NI. This post will require an Enhanced Access NI check.

### **OVERALL PURPOSE OF THE JOB**

**The 24 Hour Domestic and Sexual Violence Helpline is funded by the Departments of Health, Justice & Communities and aims to offer support, help, signposting and referral to victims, family, friends and professionals.**

The operator will be responsible for giving support, signposting enquiries, taking referrals, making risk assessments, distributing information and all associated administration processes. The Helpline contact will be via phone, webchat, email and WhatsApp. The operator will be expected to work within Nexus NI policies and uphold the values and ethos of Nexus NI.

### **KEY TASKS**

- To provide a supportive, calm and professional interaction with everyone accessing the Helpline via various communication channels.
- To distribute information and make referrals
- To complete all administration that is associated with the service, such as recording data from each call received, outcomes and monitoring information.
- To ensure that all calls are followed up with an appropriate call back and onward referral.
- To ensure that all callers receive an appropriate level of assessment to ensure they are referred to the right service and risk concerns are safety addressed.
- To distribute publicity materials and promote the service to partner agencies across Northern Ireland
- To contribute to improving the information held by Helpline and help develop further referral mechanisms with other agencies and organisations.
- To ensure that all safeguarding procedures are followed and to ensure that a full follow up is provided.

## **Sessional Helpline Operator**

- To ensure that the service is fully accountable to its service users through the administration of a structured feedback programme.
- Have full regard to the policies and procedures of Nexus NI.
- To undertake and fully participate in 1-1 supervision, line management and other developmental opportunities in accordance with the ethos of Nexus NI.
- Any other tasks specified by Nexus NI

### **Person Specification**

#### **Essential Criteria**

- Minimum 1 year experience of working on a Helpline/Call centre environment
- Experience of working (either paid or voluntary) in a supportive role with adults or children at risk
- Good level of both verbal and written communication to both callers in crisis and professionals
- Demonstrable administration and IT skills
- Awareness of the issues when dealing with at risk clients and issues surrounding domestic & sexual violence
- Ability to work unsupervised and make decisions while maintaining safe working practices.
- Demonstrable knowledge of maintaining confidentiality while interacting with high risk callers.

#### **Desirable Specification**

- Experience working with victims of Sexual and/or Domestic Violence
- Counselling, Listening Ear, Support or similar qualification/training
- Experience of risk assessment and management
- Knowledge and understanding of the voluntary sector and services available to survivors of domestic and sexual violence.
- Experience in communicating with callers who have difficulty communicating in English and who may have a different cultural understanding of the issues surrounding domestic & sexual violence.

**Nexus NI reserve the right to shortlist using both the desirable and essential criteria.**

**The first stage of the recruitment process will be a telephone interview arranged in advance. All recruitment communication will be via email so please ensure that you provide a current email address. Applications will only be accepted on a Nexus NI application form.**

**Please return all completed applications for the attention of HR Officer to Nexus NI, 119 University Street, Belfast BT7 1HP or email to [hr@nexusni.org](mailto:hr@nexusni.org) before midnight on 17 February 2019.**