

Job Title:	Sessional Helpline Operator
Department:	Domestic & Sexual Abuse (DSA) Helpline
Location:	Remote working from home
Hours:	Varied
Salary:	£14.00* per hour *45p per hour shift premium paid for unsocial hours: 7pm to 7am weekdays. All hours Saturday & Sunday
Reports To:	Helpline Co-Ordinator

Job Purpose

At Nexus we host the Domestic & Sexual Abuse (DSA) Helpline on behalf of the Departments of Communities, Health & Justice.

Our Helpline Operators play a crucial role within the Organisation as they deliver the 24 hour Confidential Domestic & Sexual Abuse Helpline ensuring the efficient and effective operation of the service. We deliver and facilitate the best possible service to our clients through the consistent and professional implementation of Nexus policies and procedures.

The primary responsibility of this role is to receive and handle calls during across the operating hours, offering empathetic assistance, guidance, and signposting to appropriate support agencies.

The successful candidate will be committed to maintaining confidentiality, handling calls sensitively, and adhering to data protection and safeguarding requirements at all times.

You will report to our Shift Co-Ordinator who will support you in every aspect of the role.

This position offers an opportunity to make a meaningful difference in the lives of individuals impacted by domestic & sexual abuse, providing essential support and resources. If you are passionate about helping others and possess the necessary skills and experience, we encourage you to apply for this rewarding role.

Working Pattern and Availability

This is a sessional role within a 24-hour helpline service, operating across days, nights, weekends, and public holidays. The helpline always provides critical support to callers, and maintaining consistent, reliable cover is essential to safe and effective service delivery.

As a sessional helpline operator, you will be required to declare your availability across the full operating window of the service. This enables us to plan rotas effectively and ensure appropriate cover during peak periods, as well as to support cover for employed staff during annual leave, sickness, or other absences.

Availability is a key requirement of this role. While we recognise the need for flexibility, applicants must be able to demonstrate a willingness to contribute to service continuity by offering regular and dependable availability, including at times of higher demand.

As part of the application process, you will be asked to provide details of your availability across the 24-hour operating period.

Our Commitment

We are committed to working collaboratively and supportively with our sessional team. Clear communication about availability helps us ensure that callers receive timely, compassionate support whenever they reach out, while also allowing us to plan fairly and transparently across all team members.

Key Responsibilities

- Receive and manage incoming calls from individuals affected by domestic abuse during overnight hours.
- Provide empathetic and non-judgmental support to callers, actively listening to their concerns and offering appropriate guidance and resources.
- Effectively signpost callers to relevant support agencies, including local shelters, counselling services, legal assistance, and other community resources.
- Complete accurate records of each call, ensuring all necessary information is documented in accordance with data protection regulations and Nexus policies and procedures.
- Maintain confidentiality and handle sensitive information with discretion, adhering to safeguarding requirements and Nexus policies and procedures.

- Collaborate with other helpline operators and support staff to ensure seamless service delivery and coordination of resources.
- Participate in ongoing training and professional development activities to enhance knowledge and skills related to domestic abuse support.
- Remain up to date on current legislation, policies, and best practices related to domestic abuse and crisis intervention.
- Contribute to the continuous improvement of helpline services by providing feedback, suggestions, and participating in team meetings or debriefings.
- Follow established protocols for escalating high-risk or emergency situations to appropriate authorities or emergency services as needed.

Qualifications and Skills

Essential Criteria

- 3 years' experience in working with staff and projects in Counselling, Psychotherapy, Health and Social Care, Social Work or equivalent
- Previous experience of working on a helpline or a crisis intervention role, as a volunteer or in a paid capacity particularly in the field of domestic abuse support, is preferred.
- Demonstrable excellent interpersonal skills
- Strong active listening skills and the ability to provide effective support and guidance to callers.
- Excellent communication skills, both written and verbal, with the ability to convey information clearly and concisely.
- Problem-solving abilities and the capacity to make quick decisions.
- Proficiency with relevant software and tools used in helpline operations.
- Knowledge of industry-specific policies and procedures.
- Experience working in a similar helpline or customer service setting.
- Minimum of 2 years' experience working with Microsoft computer packages
- Commitment to diversity, inclusion, and cultural sensitivity in supporting individuals from diverse backgrounds.
- Relevant training or certifications in crisis intervention, counselling, or social work are advantageous.

Desirable Criteria

- Computer literacy including software scheduling and systems such as SPSS and VCC Call handling.
- Experience of working within the education/health/social care/voluntary Sector

- Previous experience preferably in a call centre or customer service environment.
- Knowledge of relevant support services and resources available for individuals affected by domestic abuse.
- Understanding of data protection regulations and commitment to maintaining confidentiality and privacy of callers.
- Ability to work independently during overnight shifts, demonstrating reliability and sound judgment.
- Flexibility to adapt to changing circumstances and willingness to work collaboratively within a team environment.

Terms & conditions

- Attendance at a formal induction and ongoing training will be required.
- Application requirements ACCESS NI (Criminal Conviction Checks for Regulated Activity Posts)
 - The successful applicant will be subject to an Enhanced Access NI check.
 - The Access NI Code of Practice is available to applicants on request.
 - Having a criminal record does not automatically prevent a person being employed by Nexus NI.
 - If you are unsure what this is, please consult this website:
 - <https://www.justiceni.gov.uk/articles/disclosure-and-barring>
 - As per Access NI Code of Practice Nexus NI has a policy on the recruitment of Ex-offenders which is available on request by sending an email to:
 - Recruitment@NexusNI.org
 - All information disclosed will be handled in accordance with the Nexus NI policy on Keeping Information Safe which is available on request by sending an email to:
 - Recruitment@NexusNI.org

Please submit your CV and a cover letter outlining your relevant experience and interest in the role to: recruitment@nexusni.org

We welcome applications from all suitably qualified persons. However, as black and minority ethnic groups, male, disabled people, and people from the LGBTQIA+ community are currently under-represented, we would particularly welcome applications from the above-mentioned communities and backgrounds.

All appointments will be made on merit.



This job description is intended to convey information essential to understanding the scope of the position and is not an exhaustive list of responsibilities. The employee may be required to perform tasks not listed in this description as needed.