

Job Title:	Senior Call handler Full Time Position (8:45 – 17:00) Based in Leeds, but may come with an opportunity to work from home dependent on experience. £26,000 12 month fixed term contract
Responsible to:	Helpline Manager
Date Devised:	October 2021

DUTIES AND KEY RESPONSIBILITIES

1. To be a first response Senior Call Handler (SCH) to all survivors, victims and professionals through the national Karma Nirvana helpline and email service.
2. SCHs must serve as a role model in particular to Call Handlers on the helpline.
3. SCHs shall support callers in identifying all the options available to them. Call Handlers must not tell victims and survivors what they “should do”, but inspire victims and survivors to make empowered decisions for themselves. Call handlers shall maintain high standards of conduct through a focus on empowerment and non-judgement.
4. SCHs shall provide support to all service users in a professional manner with calmness, sensitivity, empathy and through non-judgement.
5. SCHs will provide the “victims voice” through advocacy with professional agencies.
6. SCHs will support victims and survivors to manage and minimise risk posed to them and increase access to safety. This will include working with professional agencies to achieve this.
7. SCHs will provide a non-judgmental and confidential service to service users. Call Handlers will also recognise where confidentiality may need to be breached in line with Karma Nirvana policy.
8. SCHs are expected to record accurate, concise and factual call logs. Call logs are expected to be recorded in an efficient and timely manner. SCHs are expected to ensure that Call Handlers are managing their call logs.
9. SCHs are expected to record demographic data and information on all calls including (but not limited to):
 - Age, gender, location
 - Callers needs and options discussed, including options given but not pursued
 - How the caller found out about Karma Nirvana services

10. SCHs are expected to use their initiative and prioritise their own workload.
11. SCHs must ensure that resources that assist the work and service on the helpline are maintained and up to date.
12. SCHs are expected to demonstrate commitment to abide by adult and child safeguarding policies.
13. Call handlers are expected to demonstrate a commitment to familiarise with and abide by all Karma Nirvana policies and procedures.
14. SCHs must ensure that the helpline is adequately supervised and staffed during the day service and coordinate with the sessional SCH for helpline cover as and when appropriate.

TEAM SUPPORT AND PROFESSIONAL ETHIC

15. SCHs are expected to work as part of team, providing support and consideration to each other.
16. SCHs are expected to serve as role models of outstanding standards both inside and outside the work place with professional agencies.
17. SCHs may be expected to attend meetings which support Karma Nirvana in its aims and objectives and must be prepared to travel.
18. SCHs are expected to lead and direct team meetings and briefings.
19. SCHs are expected to demonstrate a commitment to work with flexibility and may be required to work out of hours when necessary on the Karma Nirvana national helpline.

MONITORING AND EVALUATION

20. SCHs are expected to pursue evaluations of service provided by Karma Nirvana to callers and to report this back to the helpline manager. This should be pursued via a written evaluation, however where this is deemed inappropriate, can be recorded through debrief on a shift sheet.
21. SCHs are expected to report regularly to the Helpline Manager on Service Delivery in line with the Service Delivery Plan Report.

PERSONAL AND ORGANISATIONAL DEVELOPMENT

- 22. SCHs are expected to take responsibility for identifying and bringing to the attention of Karma Nirvana any opportunities and/or gaps whereby Karma Nirvana can improve the service it provides to service users. This includes, but is not limited to, any improvements to systems, policies, practice or procedure. This must be reported to the Helpline Manager.
- 23. SCHs must take responsibility for the continuing professional development of self and others in keeping abreast of the issues with the support of Karma Nirvana.
- 24. SCHs must ensure that whilst keeping abreast of updates and changes in the field of Honour Based Abuse, this information is provided to the Helpline Manager.
- 25. SCHs must identify training and knowledge needs/gaps on the helpline and support in the organisation of training to 'close the gaps'.
- 26. SCHs are expected to engage in daily debrief and ongoing supervision.
- 27. SCHs are expected to support in the recruitment, shortlisting and selection of future Call Handlers and Senior Call Handlers.

MANAGEMENT AND LEADERSHIP

- 28. SCHs must manage and supervise Call Handlers on the helpline, overseeing their training and development to ensure continuous professional development.
- 29. SCHs must provide outstanding leadership and mentorship to Call Handlers.
- 30. SCHs must prepare rotas for staffing the helpline.
- 31. SCHs must ensure that Call Handlers receive supervision and debriefing in line with Karma Nirvana Helpline Policy.
- 32. SCHs must support and assist Call Handlers in dealing with complicated or difficult calls.
- 33. SCHs are expected to identify and delivery on opportunities to raise the profile of Karma Nirvanas work.
- 34. SCHs are expected to deputise in the absence of the Helpline Manager.
- 35. SCHs are expected to undertake other duties as appropriate when required.

Person Specification	<u>Essential</u>	<u>Desirable</u>
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	<p>Training</p> <ul style="list-style-type: none"> • Evidence of training related to helpline work • Domestic Violence (DV), Honour Based Abuse (HBA) & Forced Marriage (FM) training <p>Experience</p> <ul style="list-style-type: none"> • Worked as part of a team. • Worked in the field of DV, HBA & FM • Experience of working with victims of FM and HBA & professionals within this field • Experience of working within an environment bound by confidentiality • Leadership skills • Experience of debriefing with team members <p>Knowledge</p> <ul style="list-style-type: none"> • A good understanding of DV, HBA & FM • Understanding of generic DV agencies & services <p>Skills</p> <ul style="list-style-type: none"> • Excellent telephone & verbal communication skills • IT skills including use of internet to locate resources & use of Word • Ability to record monitoring data & provide effective emotional / listening support • Demonstrate initiative • Ability to handle sensitive & emotionally difficult confidential calls <p>Personal</p> <ul style="list-style-type: none"> • A non-judgemental & empathic approach • Excellent level of self-awareness & personal development • Punctuality & excellent time keeping • Ability to be flexible & prioritise self and team workload • A supportive approach to colleagues and team working 	<p>Training</p> <ul style="list-style-type: none"> • Has undertaken professional helpline training • Personal awareness or development training • Has undertaken training related to supervision or support of staff <p>Experience</p> <ul style="list-style-type: none"> • Undertaken paid or unpaid work in the voluntary sector • Understanding of rights & services for victims in relation to DV • Experience of delivering training and events • Experience of managing or supervising a team • Experience of undertaking supervision • Experience of working within safeguarding procedures <p>Knowledge</p> <ul style="list-style-type: none"> • Understanding of MARAC Process • Ability to undertake risk assessment & to safety plan for a victim • Have an ability to speak Urdu, Mirpuri, Punjabi, Hindi, Gujrati, Bengali, Arabic, Farzi. Dari, Pushto
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