

# Job Description

Position	Helpline Support Worker in Access & Assessment Team (Female Applicants Only)
Salary	£7.83p/h
Period of Employment	6 months, subject to periodic reviews
Hours/Days Required	25 hours per week (Between Mon – Fri 09:30am – 5pm)
Placement Organisation	Leeds Women’s Aid, 41 York Place, Leeds, LS1 2ED
Responsible to	Work Placement Supervisor and PATH Project Officer
How to Apply	Email CV and supporting statement to <a href="mailto:step@pathyorkshire.co.uk">step@pathyorkshire.co.uk</a> and include an eligibility check form/ application declaration form downloadable from the Vacancies Page of our website, <a href="http://www.pathyorkshire.co.uk">www.pathyorkshire.co.uk</a> .  Will be subject to DBS checks
Job Start Date	<b>As soon as possible</b>

## About the Placement Organisation

They are a women’s organisation, run by women for women. Their aim is to protect women and children from the damage that domestic violence can inflict on their lives. They believe that women and children have the right to live their lives free from violence and fear.

They work in a non-judgmental and non-directive way, meaning that they don’t tell women what to do. Instead they enable women to make decisions about their lives that help them and their children to lead safer lives. They believe what women and children tell us about their experiences and abuse. This is really important, as sometimes women and children aren’t believed when they try to tell people about the abuse, meaning that it takes them longer to get the help that they need and they experience more abuse.

### They offer:

- Telephone helpline (available 24 hours a day), face-to-face or group support
- Information about your rights and options
- Access to safe accommodation – either within or outside Leeds
- Emergency temporary accommodation with space for 18 families
- Help in dealing with housing, benefits and the legal system
- Referrals to solicitors, counselling and many other agencies
- Support for past domestic abuse: refuge, drop-ins, resettlement and group support
- Support for professionals working with women experiencing violence
- Outreach Services: they provide flexible support for all women affected by domestic violence from a partner, ex-partner or family member.

## Purpose of the Placement

This paid placement is funded through the STEPS programme and aims to support Leeds residents who are over 25 years old and long term unemployed (unemployed over 12 months and over) develop their confidence and work skills within diverse sectors with supportive employers within a 6 month fixed term period. \*Eligibility terms and conditions apply.

Participants will be working for 25 hours in a paid role. In addition they will be required to undertake 5 hours of personal development training which will include either volunteering within your paid placement or with another organisation or undertaking some training or courses.

## Work Skills Development Opportunity

To be the first point of contact for all telephone referrals coming into Leeds Domestic Violence Service. This includes referrals to the various services provided by LDVS including legal advice, outreach, refuge, resettlement and support groups. To provide a telephone support service to women experiencing domestic violence who call for information, advice and support. LDVS is a service delivered by Leeds Women's Aid (LWA), Behind Closed Doors (BCD), and Women's Health Matters (WHM)

To provide an efficient referral and telephone support service for Leeds Domestic Violence Service (LDVS) which will include:

- Receiving incoming calls, sifting calls, taking and routing messages.
- Providing emotional support and practical information to callers.
- Taking telephone referrals from women and men for LDVS.
- Sign-posting and referring women to other agencies for safe accommodation or support.
- Promoting LWA's bedspace (refuge) availability to relevant agencies.
- Monitoring calls on database
- To attend staff meetings and training events as required.
- To work within LWA's policies and procedures at all times, paying particular attention to confidentiality and health and safety.
- To work at all times in a non-directive, non-judgemental and empowering way with (potential) service users.
- To carry out any other duties that is reasonably required by LWA.

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## Personal Development

**Further training** and experiences may be gained as appropriate.

# SELECTION CRITERIA

The ESSENTIAL CRITERIA are those criteria that you must meet in order for you to be considered or given a chance for an interview.

The DESIRABLE CRITERIA are not necessary for you to meet but if you indeed do so, they can be considered an advantage that you have over other applicants who also met the essential criteria.

<b>SKILLS &amp; COMPETENCIES</b>	<b>Essential Criteria</b>	<b>Desirable Criteria</b>	<b>Method of Assessment</b>
Have good communication, teamworking, interpersonal and organisational skills;	X		Application & Interview
Good Numeracy and Literacy skills	X		Application & Interview
Have a passion for working with people	X		Application & Interview
Have the ability to work in a fast-paced environment;	X		Application & Interview
Ability to work independently, meet deadlines and priorities	X		Application & Interview
Ability to work to policies and procedures	X		Application & Interview
Ability to problem solve	X		Application & Interview
Ability to carry out administrative tasks such as inputting data	X		Application & Interview
Addition language skills (for example, Polish, Urdu, BSL, etc.)		X	Application & Interview
Professional telephone manner	X		Application & Interview
<b>KNOWLEDGE &amp; EXPERIENCES</b>	<b>Essential Criteria</b>	<b>Desirable Criteria</b>	<b>Method of Assessment</b>
Good IT skills, with experience with Microsoft Office (Word, etc.)	X		Application & Interview
Previous call handling experience		X	Application & Interview
<b>BEHAVIOURAL &amp; VALUES</b>	<b>Essential Criteria</b>	<b>Desirable Criteria</b>	<b>Method of Assessment</b>
Work in accordance with organisational policies and procedures of Path Yorkshire and Leeds Women's Aid	X		Application & Interview
Pro-active approach to work	X		Application & Interview
Ability to talk to others in a respectful way	X		Application & Interview
Demonstrate understanding and commitment to equal opportunities and diversity	X		Application & Interview
Uphold confidentially	X		Application & Interview
Caring nature	X		Application & Interview

## Disclaimer

- Your contract of employment will cease at the end of the 26 weeks
- Benefits may be affected as this placement will be classed as paid employment

## RISK ASSESSMENT OF THE TRAINING POSITION

### A. CLIENT GROUPS, the trainee will work with

- General Public       Factory Work       Other Agencies   
Children       People with learning difficulties       Clients in their own home resident or hostel

### B. PHYSICAL CONDITIONS:

#### 1. Work is conducted in the main

- Indoors       Outdoors       Sitting   
Standing       Walking       Office Accommodation

#### 2. The training will involve

- Lone Working       Working out on the Estate       Working underground   
Climbing       Working on the Counter       Working in Void Properties   
Bending       Manual Handling tasks       Working in confined spaces   
Stretching       Working at Heights       Contact with discarded needles   
Driving       Potentially working in a smoking environment   
Cash Handling       Use of Display Screen Equipment

### C. CONTROLS TO MINIMISE HAZARDS

The following specialist equipment will be provided for the traineeship.

Personal Protective Equipment	n/a
Protective Clothing	n/a
Type of Vehicle (other than car)	n/a
Other equipment used	n/a

To control the hazards identified by this assessment, we are committed to providing Induction Health & Safety training plus further detailed training as appropriate to the post.

**We want all our trainees to work in safe and healthy conditions. In accordance with health and safety legislation – all trainees have a duty to act responsibly and to do everything they can to prevent injury and ill health to themselves, work colleagues and others.**