



JOB DESCRIPTION **Helpline Worker - Sessional**

Broken Rainbow

SERVICE: Broken Rainbow LGBT HELPLINE

JOB DESCRIPTION

Title:	Helpline Worker - Sessional
Accountable To:	Helpline Operations Co-ordinator / Manager
Location:	London SE16 (relocation within london possible)
Salary:	£14 - £18 per hour depending on experience
Contract:	Sessional
Hours	3 hour shifts on monthly rota (Min 2 sessions monthly) Helpline hours: Monday and Thursday 2pm – 8pm. Wednesday 10 am – 1pm

GENERAL PURPOSE OF JOB:

To provide high quality, comprehensive helpline support to callers with regard to LGBT related Domestic Violence.

The Post

The postholder will join a team of LGBT volunteers & sessionals on a rota basis to answer calls on our national LGBT DV Helpline from LGBT people experiencing domestic violence.

Key tasks are to provide a high quality service which includes active listening, non judgemental support, risk assessment, and safety planning advice to callers experiencing domestic violence.

Main Duties and Responsibilities.

1. To provide helpline support in line with Broken Rainbow's LGBT National Domestic Violence Helpline service.
2. To assess risk and give appropriate safety planning advice.
3. To signpost callers to relevant agencies.
4. To work closely with Broken Rainbow volunteers and staff.
5. To collect monitoring data, and recording all calls / enquiries as required.
6. To attend supervision and debriefing sessions, and other meetings as required.

7. To participate in ongoing training.
8. To adhere to all Broken Rainbow and Helpline policies and procedures.
9. To maintain confidentiality at all times.
10. To operate within the organisational diversity and codes of conduct.
11. Carry out any other duties as requested in relation to the effective development of the Helpline service and policies.

Person Specification: Sessional Helpline Worker

	Essential	Desirable
Training and Qualifications	<ul style="list-style-type: none"> • Helpline training • Domestic Violence Awareness training 	<ul style="list-style-type: none"> • LGBT / Diversity training • Personal awareness or development training
Experience	<ul style="list-style-type: none"> • Worked in the field of Domestic Violence • Worked in a professional capacity on a helpline. 	<ul style="list-style-type: none"> • Work in LGBT setting. • Paid or unpaid work in the voluntary sector.
Knowledge	<ul style="list-style-type: none"> • A good understanding of LGBT issues relating to domestic violence. • Understanding of generic domestic violence issues and services 	<ul style="list-style-type: none"> • Understanding of rights and services for LGBT in relation to domestic violence.
Skills	<ul style="list-style-type: none"> • Excellent telephone and verbal communication skills. • IT skills including use of internet to locate resources • Ability to record monitoring data and provide effective emotional / listening support. 	<ul style="list-style-type: none"> • IT skills including Word. • Demonstrate initiative • Ability to handle sensitive, and emotionally difficult confidential calls
Personal	<ul style="list-style-type: none"> • A non judgemental and empathic approach. • Positive identity as an LGBT person. • Excellent level of self awareness and personal development. • Punctuality and excellent time keeping. 	<ul style="list-style-type: none"> • Work as part of a team • Passion and commitment to increase awareness of LGBT DV • Positive & flexible approach to working on a national LGBT DV Helpline.

There is a genuine occupational requirement under the Sexual Orientation Regulations 2003 for this post. It is considered essential that post holders have experience with LGBT related discrimination as the Helpline is run by LGBT people for LGBT people experiencing domestic violence.