

Job Title:	Helpline Call handler (language speaking - Urdu/Punjabi/Mirpuri) Full Time, Leeds £21,000 per annum Fixed contract
Responsible to:	Senior Call Handler
Date Devised:	March 2019

DUTIES AND KEY RESPONSIBILITIES

1. To be a first response Call Handler to all survivors, victims and professionals through the national Karma Nirvana helpline and email service.
2. To support male and female victim and survivors
3. To be the first point of contact for victims or survivors requiring support speaking in Urdu, Punjabi or Mirpuri.
4. To support all service users who disclose current or historic sexual abuse
5. Call handlers 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.
6. Call handlers shall provide support to all service users in a professional manner with calmness, sensitivity, empathy and through non-judgement.
7. Call handlers will provide the “victims voice” through advocacy with professional agencies.
8. Call handlers 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.
9. Call Handlers 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.
10. Call Handlers are expected to record accurate, concise and factual call logs. Call logs are expected to be recorded in an efficient and timely manner.
11. Call handlers 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
12. Call handlers are expected to use their initiative and prioritise their own workload.

13. Call handlers are expected to demonstrate commitment to abide by adult and child safeguarding policies.
14. Call handlers are expected to demonstrate a commitment to familiarise with and abide by all Karma Nirvana policies and procedures.

TEAM SUPPORT AND PROFESSIONAL ETHIC

15. Call Handlers are expected to work as part of team, providing support and consideration to each other.
16. Call handlers are expected to serve as role models of outstanding standards both inside and outside the work place with professional agencies.
17. Call handlers may be expected to attend meetings and events which support Karma Nirvana in its aims and objectives and must be prepared to travel.
18. Call handlers are expected to support and contribute to team meetings and briefings.
19. Call Handlers 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. Call handlers are expected to pursue evaluations of service provided by Karma Nirvana to callers. This should be pursued via the set evaluation protocols; however, any staff feedback can be recorded through debrief on a shift sheet for supervisors.

PERSONAL AND ORGANISATIONAL DEVELOPMENT

21. Call Handlers 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.
22. Call Handlers must take responsibility for the continuing professional development of self and others in keeping abreast of the issues with the support of Karma Nirvana.
23. Call Handlers are expected to engage in daily debrief and ongoing supervision.

PERSON SPECIFICATION

ESSENTIAL

Training

- Evidence of training related to helpline and support work
- Evidence of Domestic Abuse (DA), Honour Based Abuse (HBA) & Forced Marriage (FM) training - *Karma Nirvana's helpline training will be provided and post-holder must demonstrate a willingness to commit to this training if this has not been achieved*

Experience

- Has worked as part of a team.
- Has worked in the field of DA, HBA & FM with victims & survivors of FM and HBA & professionals
- Experience of working within an environment bound by confidentiality

Knowledge

- A good understanding of DA, HBA and FM
- Understanding of generic DA agencies and services

Skills

- Speaks fluently in Urdu/Punjabi/Mirpuri (minimum of two)
- Excellent telephone & verbal communication skills
- IT skills including use of internet to locate resources & use of Microsoft Office
- Ability to record monitoring data & provide effective emotional / listening support
- Demonstrate initiative
- Ability to handle sensitive & emotionally difficult confidential calls

Personal

- 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

DESIRABLE

Training

- Has undertaken professional helpline training
- Personal awareness or development training

Experience

- Undertaken paid or unpaid work in the voluntary sector
- Understanding of rights & services for victims in relation to DA
- Experience of delivering training and talks
- Experience of working on a helpline
- Experience of working within safeguarding procedures

Knowledge

- Understanding of MARAC Process
- Ability to undertake risk assessment & to safety plan for a victim
- Has an ability to speak other languages above those specified