

Refuge



**For women and children.
Against domestic violence.**



**Domestic Abuse Helpline Advisor
Applicant Information Pack**

Introduction from the CEO

Thank you for your interest in working for Refuge.

We have a diverse team of incredible people who work together to provide an inclusive approach to ensure that every woman who needs support when facing domestic abuse, receives it.

We do this through a combination of frontline services offering immediate safety and support to women and their children. We also lead vital work to influence and change policies and practices that impact women and girls and use public engagement and campaigning to help change societal attitudes and norms.

We know that domestic abuse will never end until it is recognised by society as the crime that it is, and there is an understanding that it is underpinned by misogyny. We will not stop until we are able to challenge and shift harmful societal attitudes as well as drive policy and practice change that is needed to end Violence Against Women and Girls (VAWG). It is only then that women and children will be free to live their lives in safety, with control over their choices and without fear.

Whatever your role at Refuge, you will have the opportunity to grow and develop as part of an amazing diverse and inclusive team of inspirational and talented people who provide vital and specialist services to women and children when their lives are in crisis. This is not always easy work, but it is essential, it is lifesaving, and it is life changing. So, whether you work directly with clients, behind the scenes, or represent Refuge to the outside world, you will be an integral part of what we do.

We look forward to receiving your application.

Abigail Ampofo
Interim CEO





We want kind and empathic people to work at Refuge, who believe in equality, diversity, and inclusion, are experts in their area of knowledge, want to make a positive difference and improve the lives of the women and children we support.

This is an opportunity to join Refuge as a Domestic Abuse Helpline Advisor to provide high quality practical and emotional support to survivors of domestic abuse and other forms of violence and abuse, including those at the point of crisis.

As part of this role, you will be required to participate in an out-of-hours rota that includes evenings, weekends and night shifts.

This post is restricted to women due to the nature of the role. The Occupational Requirement under Schedule 9 (part 1) of the Equality Act 2010 applies.

Salary

£28,104 per annum

(Inclusive of London Weighting, which may not be applicable depending on your home location and any agreed permanent homeworking arrangement)

Employment term:

This post is Permanent, Full Time, 37.5 hours per week

Location:

Homeworking with a requirement to occasionally work at Head Office (Vauxhall, London)

Closing Date

9.00 am on Tuesday 1st April

Interview Date

Week beginning Monday 14th April

Advert

This is an opportunity to join Refuge as a Domestic Abuse Helpline Advisor to provide high quality practical and emotional support to survivors of domestic abuse and other forms of violence and abuse, including those at the point of crisis.

Helpline Advisors are responsible for providing high-quality, empowering, emotional and practical support, assistance and information to women and those supporting them, who contact the Freephone 24-hour National Domestic Abuse Helpline, run by Refuge. Helpline Advisors deliver one to one support to women and those supporting them to ensure that they are provided with a safe, supportive and welcoming service, enabling women to understand their rights, make decisions and increase their options. The job involves working across multiple platforms including phone and live chat, to inform survivors of the full range of civil, criminal and practical options that might increase their safety.

Please note that this post is restricted to women due to the nature of the role. The Occupational Requirement under Schedule 9 (part 1) of the Equality Act 2010 applies.

As part of this role, you will be required to participate in an out-of-hours rota that includes evenings, weekends and night shifts.

Closing date: 09:00am 1 April 2025

Interview Dates: Week beginning 7 April 2025

Refuge is the UK's largest provider of specialist services, and we are proud to be a leader in our field and an employer of choice, with leading edge systems for supervision, quality management and development. For more information on our work, please visit www.refuge.org.uk.

Benefits

Refuge offers a variety of exciting opportunities to learn, develop and grow in your career. We recognise the value everyone brings to the organisation to achieve our aims and are dedicated to developing and rewarding our staff. More details of our benefits can be found in Job Information Pack.

Employment Terms

Salary

The annual full-time salary for this role is £28,104. Please note that this includes a London Weighting allowance of £3,000, which may not be applicable depending on your location and homeworking arrangements.

Refuge is an accredited Living Wage Employer. This means that every member of staff working here will earn a real Living Wage. The real Living Wage is higher than the government's minimum, or National Living Wage, and is an independently calculated hourly rate of pay that is based on the actual cost of living. We voluntarily choose to pay the real Living Wage because we believe that a hard day's work deserves a fair day's pay.

Days and hours of work

The contracted hours of work are 37.5 hours per week and involves working on an out-of-hours rota that includes evenings, weekends and nights. This is exclusive of an unpaid lunch for every full day worked.

Probation

All appointments are subject to satisfactory pre-employment checks, further details will be provided when an offer of employment is made. The probation period for this post is 6 months.

Annual Leave

Annual leave allowance is 28 days per annum plus public holidays, rising to 30 days following completion of five years' service at the start of the annual leave year. Annual leave for part-time roles is pro rata.

Pension

Refuge operates a qualifying salary sacrifice pension scheme with Aegon.

Employee Benefits

Refuge offers a variety of exciting opportunities to learn, develop and grow in your career. We recognise the value everyone brings to the organisation in achieving our aims, and we are dedicated to developing and rewarding our staff.

We offer all our employees a competitive benefits package including:

- Competitive salary
- Clinical supervision for all staff
- Confidential support and advice service via an employee assistance programme available 24 hours a day which provides support on a range of work and personal issues
- Enhanced sick pay leave which increases with length of service
- Excellent sector leading maternity, adoption, parental and paternity pay and leave
- Generous life cover scheme valued at three times individuals' salary and covers death in service subject to insurers approval
- Eye care e-Voucher scheme
- Cycle to Work scheme
- Opportunity to join our wide range of Equality Network Groups

- Access to free Will writing service
- The ability to apply for flexible working from day one. There will be space to discuss flexible working at interview
- Interest free loans to purchase season tickets for travel to work and/or to pay deposits to secure rented accommodation, and for professional qualifications

Training and Learning

We are committed to supporting a culture that enables all staff to achieve their full potential by providing a range of professional and personal development opportunities including access to a wide range of e-learning resources.

JOB DESCRIPTION

Job Title	Domestic Abuse Helpline Advisor
Directorate	Services
Reports to	Deputy Service Manager or Team Leader
Location	Homeworking with a requirement to occasionally work at Head Office (Vauxhall, London)
Responsible for	N/A
Working hours	37.5 hours per week
Working pattern	Rota Pattern including evenings, weekends and nights.

Role Outline

Helpline Advisors are responsible for providing high-quality, empowering, emotional and practical support, assistance and information to women and those supporting them, who contact the Freephone 24-hour National Domestic Abuse Helpline, run by Refuge. Helpline Advisors deliver one to one support to women and those supporting them, over the phone, live chat and email, to ensure that they are provided with a safe, supportive and welcoming service, enabling women to understand their rights, make decisions and increase their life options. The job involves informing survivors of the full range of civil, criminal and practical options that might increase their safety.

Key Accountabilities

Managing service delivery and performance

- To participate in answering helpline calls and online communication inquiries on a 24-hour rota system, responding to women experiencing domestic violence and other forms of violence against women and girls (VAWG), and family and friends supporting them, by providing, trauma-informed emotional support and practical help, led by the caller's needs.
- To support and advise other professionals in their delivery of services to women experiencing domestic abuse and liaise with agencies on behalf of callers as necessary including searching for vacancies and make referrals to women's refuges when needed.
- To work in partnership with other agencies to contribute to the design of interventions and plans which protect survivors and their children whilst maintaining an independent role on behalf of the survivors, keeping their safety central to the plans.
- To provide independent assessment, advice and support across all facets of domestic abuse, whether physical, psychological, emotional, financial or controlling behaviour by informing women of the dynamics around these behaviours and providing callers with information around the laws and services that exist to support and protect women.
- To provide one to one support and safety planning to high risk women often at the point of crisis.
- To establish the risks to and the needs of survivors of domestic violence and other forms of violence and abuse, by providing practical and emotional support and non-directive safety planning, and appropriate signposting.
- To ensure that any issues in relation to safeguarding children or vulnerable adults are brought to the immediate attention of the service manager or on-call manager.
- To listen and assess each interaction individually to ensure the support and assistance given to callers is appropriate and of the highest standard.

- To manage high call and response volumes, ensuring continuity of service levels and use best judgement and practices to manage time effectively
- To maintain up-to-date knowledge of women's rights and entitlements when fleeing domestic abuse, including but not limited to civil and criminal law, housing, benefits, and other relevant legal measures.
- To maintain up-to-date knowledge of resources and services for women fleeing domestic abuse, both statutory and voluntary.
- To ensure a quality service is given to women regardless of class/culture/language/religion or sexual orientation; to speak with callers via Language Line when needed
- To recognise, respect and address the needs of service-users who face particular barriers when seeking help to access the advocacy service, including those from different ethnic and cultural backgrounds, LGBT communities, disabled people and other hard to reach groups
- To respond and provide high quality support and advice to women, families and professionals via additional platforms and communication methods, notably web forms and live webchat, where safe and appropriate to do so and maintain appropriate records.
- To manage difficult callers and escalations dealing with them politely but promptly to ensure the core service is delivered.
- To contribute to the training and mentoring of volunteers and new staff members and provide support for volunteers on shift to ensure the best possible advice and support for callers.
- To ensure helpline database records are completed accurately and promptly
- To contribute to the ongoing evaluation of the Helpline service.
- To ensure systems of information and dissemination are of a high standard ensuring callers receive quality support and referral services.
- To undertake efficient handover and debriefing after each shift (e.g. update on referrals, admissions, vacancies) and ensure relevant information and issues are passed on.
- To be an ambassador for Refuge, working in partnership with other agencies to ensure an effective, coordinated community response to survivors of domestic abuse and their children.
- To carry out typing, filing and other administrative tasks necessary to fill the role.
- To contribute to the review of helpline policies and procedures.
- To report any problems/difficulties/complaints to the domestic abuse helpline manager and participate in follow up investigations as required.
- To maintain confidentiality and to ensure that professional boundaries are observed when interacting with callers, other staff and external bodies and to work within Refuge's Code of Conduct.

Managing security

- To promote and ensure safe Helpline office space for self and others by strict adherence to Refuge Security procedures and Health and Safety policy, and to communicate immediately with the Helpline manager any breaches of security.
- To ensure that security of sensitive information is maintained and that the Helpline remains GDPR compliant.
- Managing self
- To promote and support women's equality and empowerment within all areas of work.
- To work in accordance with Refuge's policies at all times with particular emphasis on

confidentiality, Health and Safety, Equality and Diversity and the Refuge's Values and Behaviour Framework.

- To represent and be an ambassador for Refuge, working in partnership internally and externally with other agencies to ensure an effective coordinated community response for those who seek the Helpline's support.
- To develop and maintain positive, collaborative working relationships with all Refuge staff both locally and across the wider organisation, being committed as part of the team to providing a high level of support to survivors.
- To attend all meetings or training as requested by the domestic abuse helpline manager. To attend regular supervision sessions and participate in Refuge's performance management processes. It is essential to the development of Refuge's service delivery that the post holder is able to respond flexibly to changes in the requirements of this post. This job description is therefore a guide and not an exhaustive list of all responsibilities the post holder may have over time.

General responsibilities

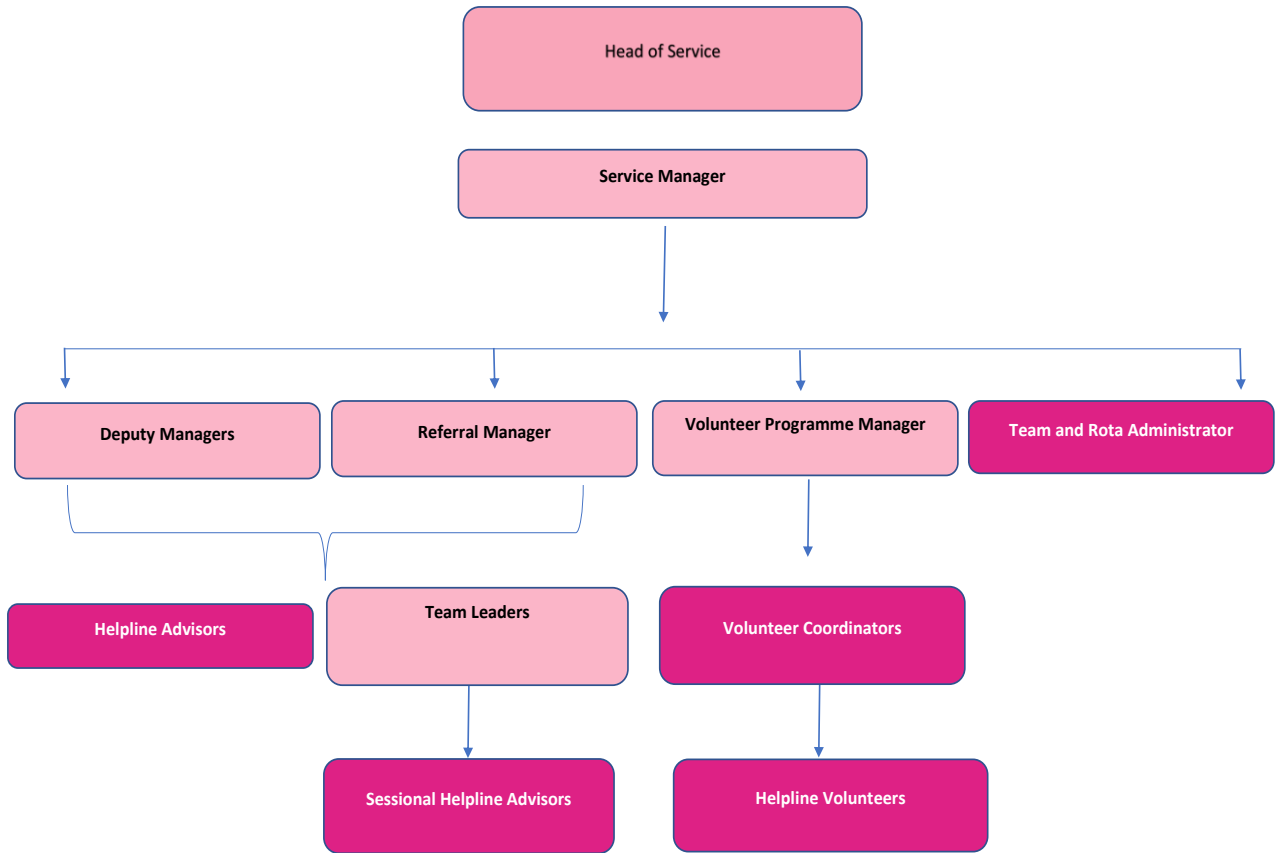
- Promoting and supporting equality and empowerment within all areas of work.
 - Representing and being an ambassador for Refuge, working in partnership internally and externally with other agencies to ensure an effective coordinated community response to survivors of sexual violence and their children.
 - Developing and maintaining positive, collaborative working relationships with all Refuge staff both locally and across the wider organisation, being committed as part of the team to providing a high level of support to survivors.
 - Actively participating in Refuge's performance management processes including regular supervisions and development.
 - Actively role model and display behaviours that reflect Refuge's Values and Behaviour Framework.
 - Promoting and ensuring the safety and wellbeing of self and others in line with our Safeguarding Adult and Children Policies, Health & Safety Policy, together with any other requirements aimed at keeping people safe from harm in their interaction with Refuge.
 - Ensuring that the confidentiality and security of information is maintained in accordance with our Confidentiality, Data Protection, IT and Security policies.
 - Promoting sustainable working practices and reducing the environmental impact of Refuge's work.
 - Demonstrating an understanding of and commitment to equality, diversity, and inclusion in all aspects of the role.
- This list is not exhaustive, there may be other duties necessary to undertake the role.

This post is restricted to women due to the nature of the role. The Occupational Requirement under Schedule 9 (part 1) of the Equality Act 2010 applies.

We are committed to safeguarding therefore we expect all staff and volunteers to share this commitment. As part of this commitment, we undertake basic disclosure checks (DBS) in accordance with the DBS Code of Practice for all roles. We undertake an enhanced DBS check for our roles working directly with survivors.

It is essential to the development of Refuge's service delivery that the post holder can respond flexibly to changes in the requirements of this post. This job description is therefore a guide and not an exhaustive list of all responsibilities the post holder may have over time.

Team Structure Chart



Who Are We Looking For?

For us it is important that you are passionate, committed and care about the work Refuge undertakes. Not all roles require previous experience in the Violence Against Women and Girls (VAWG) sector. You may be able to bring relevant experience from another industry or transferable skills from a different type of role or volunteering/community experience.

For us, a role description is a useful guide. But please don't discount yourself if you feel you don't meet all the criteria and believe you have the potential. Above all we value individuals who are committed to working hard but looking after yourself, flourish in an inclusive environment and want to make a positive difference to the communities we support.



Person Specification

Experience, Knowledge & Qualifications

Essential Skills or Experience

- Good understanding of domestic violence issues.
- Ability to assess the needs and risk levels of people contacting the Helpline.
- Ability to remain calm and resilient.
- Up-to-date knowledge of housing, criminal, civil and welfare rights legislation relating to domestic violence.
- Excellent communication and interpersonal skills combined with a non-judgmental and confidential approach to supporting clients.
- Excellent organisational skills with the ability to use own initiative.
- Confidence and capability using different IT programmes, including Microsoft Office.
- A commitment to the feminist values of empowerment and equality.

Desirable Skills or Experience

- Experience of managing high volume of calls, of varying technical and emotional content, and ensuring time is efficiently managed.

Skills

- Excellent verbal and written communication skills
- Excellent organisational skills with the ability to use own initiative
- Commitment to work with and maintain Refuge's core value

Personal Qualities

It is important to us to have kind, flexible, adaptable, and empathic individuals within the team. Therefore, your contribution to the organisation should be one that supports creating an inclusive and safe environment. You will consciously aim to use your position within the organisation for the enablement of others by creating a collaborative, empowering, respectful, and inspiring environment where people look forward to coming to work.

An Inclusive Workplace for All

- Our vision is to have a workforce that is reflective of the communities we serve; therefore, we actively encourage and welcome applications from candidates of diverse cultures, perspectives and lived experiences.
- We are committed to challenging the inequalities of society and will continue to learn and grow as an organization to ensure that we provide an inclusive and welcoming environment for all.
- We understand that people have personal lives, and these can sometimes impact on their time and availability. We will be as flexible as we possibly can be in terms of supporting staff to balance their work and their personal lives. If you need flexibility within your working hours, working pattern or location then do let us know and if the role and team can support that request, we will do what we can to support you.
- We are proud to have been awarded Disability Confident Employer. Refuge is aware that individuals with disabilities, or long-term health conditions or are D/deaf or neurodivergent are underrepresented in the sector. Refuge is committed to doing what we can to support our employees.
- We committed to paying a competitive salary for the sector because we want to help break the poverty cycle and reduce social economic barriers to those working within the sector. This is reflected in our commitment to the Show the Salary pledge and #Nongraduateswelcome and being an Accredited Living Wage employer.
- We understand that individuals who are Black, Asian and ethnically diverse are often underrepresented within the sector therefore we have signed up to the VAWG Anti-Racism charter, we have an EDI Steering Group and equality, diversity and inclusion training.
- We have created a [Respect Charter](#) to complement our values to support our EEDI journey in creating an inclusive and respectful environment both within Refuge and beyond.
- Furthermore, we have seven Employee Network Groups providing a safe space for staff to share their lived experiences and to challenge us as an organization to do better.

These groups are:

- Mental Health and Wellbeing
- LGBTQI+ Shine
- Anti-Racism
- Allies
- Families
- Women's
- Disability and Neurodiversity Matters

How To Apply

Key Information and Deadlines

To apply please access our online application form via our website:

<https://refugecareers.ciphr-irecruit.com/Applicants/vacancy>

Applications must be completed and submitted by 9.00am on Tuesday 1st April 2025

- If you have any questions or want to discuss the post before applying, please contact us via email to recruitment@refuge.org.uk
- You can also find out more information about Refuge at www.refuge.org.uk

Interviews will take place via video conference on the week beginning 14th April 2025

Completing your application form

What matters most to us when recruiting new members to join the Refuge team, is the inclusive attitude and relevant experience you will bring to the organisation and the role, and how you will support our values of: *A FEMINIST FORCE FOR GOOD, NEVER SHY AWAY, BUILD IT TOGETHER, SHOW WE CARE, LEARN EVERY DAY*. The full values can be downloaded from our [website](#)

Please note that we do not accept CVs for this job vacancy and all applications must be submitted via our online application form. The application process will require you to complete various sections of the application form. It is important that you complete all sections. Please do indicate N/A (not applicable) should some areas of the form not apply to you.

Your Supporting Statement section of the application form describing your skills and experience against the job description and person specification, will be used to determine who to invite for an interview. Therefore, please do give clear examples of how your skills and experience are relevant to the job you are applying for, and how and where you have used them. Your Supporting Statement should not exceed a maximum of 800 words.

For example, this can be:

- Relevant experience from your present or previous jobs.
- Skills and experience gained from community or voluntary work, work experience, leisure interests and activities in the home.
- Education and the training you have received.

We would like to thank you in advance for expressing an interest in working for Refuge. We look forward to receiving your application.

Applications from Refuge Service Users and Survivors

Former Refuge service users and other survivors supporting Refuge in its external work including for fundraising, policy, media and press can apply for all externally advertised job vacancies.

Survivors that are currently using our services cannot apply for Refuge job vacancies. This restriction is for the survivor's safety and to ensure there is no conflict of interest.

A confirmation of a conditional job offer to a former service user will be subject to a risk assessment. Where significant risks to Refuge and other service users cannot be mitigated, we may not be able to make a conditional offer of employment. If successful in securing the role, their data on Impact will be protected.

Our commitment to inclusive recruitment

Our People and Culture team will remove your name, address and date of birth before forwarding your information for shortlisting. Your education is only considered if it is a requirement of the role.

We want Refuge to be an organisation that is reflective of the society we are based in, therefore, we are committed to growing our diverse workforce. The information you provide on the diversity monitoring form is confidential and helps the People and Culture team to understand where you would have seen the role and how we may need to do better in ensuring everyone who wants to work for Refuge is aware of the opportunities as they arise.

Other information

Safeguarding is vital to our work, and we strive to prevent harm and promote and protect the welfare and safety of all adults and children that come in contact with the organisation. We have a collective responsibility to take a do no harm approach by prioritising the safety and wellbeing of the women and children accessing our services, as well as ensuring a duty of care to our staff and volunteers.

As part of this responsibility, we undertake basic disclosure checks (DBS) for all roles in accordance with the Codes of Practice and in line with our Recruitment of Ex-Offender and Disclosure Barring Services Checks Policy, and for our roles working directly with survivors, at an enhanced level check. Applicants are encouraged to apply for job vacancies, having a spent or unspent conviction will not automatically exclude you from being offered the role. If you are successful in securing the role, we will hold an open and measured discussion about any convictions that might be relevant to the role. Our Recruitment of Ex-Offender and Disclosure Barring Services Checks Policy is available to applicants on request.

Data Protection Act

Refuge is committed to protecting your privacy. Information provided by you in your application form will be kept for the purposes of monitoring. It will be copied for use during the recruitment process. Once the recruitment process is completed, the data will be stored for a maximum of 6 months and then destroyed. If you are the successful candidate, relevant information will be taken from this form and used as part of your human resources record. All personal information that you supply to us as part of your application will be processed in accordance with prevailing UK Data Protection legislation.

By submitting your completed application form you are consenting to your personal data being used and held as described above.

Please ensure that the information you give to us is correct and that you let us know of any changes immediately.

