



0808 802 0300

Job Title: Stalking Helpline Advisor

Location: The post holder will be required to be office-based as much as practicably possible initially where this is supportive to their induction and integration with the service. Thereafter, a blended model (40 office/60 home), with office working in London and home working (must have adequate and confidential work space when remote working). Candidates should ideally be located in London or immediate surrounding area (but locations outside of these areas may be considered)

Hours: 35 hours per week although part-time working will be considered. The National Stalking Helpline is open until 8pm on Mondays and Wednesdays, candidates will be expected to contribute to the out of hours provision.

Type of contract: Fixed term until end of March 2025 (possibility of extension)

Salary: £27,295 to £29,700 per annum, depending on experience

Reports to: National Stalking Helpline Team Leader

Closing Date: We will be reviewing applications as they come in and we will close the vacancy once a suitable candidate is identified.

DISCLAIMER: All applicants must have the legal right to work in the UK.

Overall purpose of role:

- The overall purpose of the role is to provide confidential and expert advice to victims of stalking within a trauma-informed care approach.
- To give guidance and information by telephone and to those affected by, or concerned about, stalking.
- To provide support to victims of stalking, liaising with both voluntary and statutory services to ensure positive outcomes for victims.
- To provide support and guidance to volunteers where necessary.

- To support the National Stalking Helpline Team Leader and Stalking Advocates where necessary.
- To demonstrate awareness for equality, diversity and inclusion (EDI) with colleagues and clients and other stakeholders; and identify opportunities for improvements in Suzy Lamplugh Trust processes to support EDI.

JOB DESCRIPTION

Duties and responsibilities:

Service Delivery

- To respond as quickly and efficiently as possible to requests for help, which may be received via email or telephone, giving appropriate guidance to victims of stalking
- To deliver robust risk assessment and safety planning for clients, along with advice and information regarding stalking legislation
- To provide expert support to victims of stalking - including carrying out initial assessments, risk assessments, devising support plans and liaising with appropriate agencies
- To deliver client work which adheres to high service standards, ensuring compliance with all policies and procedures
- To keep and maintain accurate and confidential records of all work undertaken
- To possess keyboard skills to enable working proficiently across, and to be familiar with, multiple IT systems, and databases at one time inclusive of Microsoft packages.
- To work collegiately and know when to seek advice or escalation within the team where appropriate
- To identify and maintain appropriate boundaries for all enquiries and recognise when and where to signpost enquirers for further help/information as appropriate.
- To be able to manage professional and personal boundaries and time management as this role requires resilience and the ability to manage sensitive calls
- To proactively continue to develop appropriate knowledge, attitudes and skills through regular reading of information and attending training courses.

- To support the training of sessional staff and helpline volunteers as required
- To assist volunteers with complex helpline enquiries as required

Other

- To attend supervision meetings and appraisals.
- To attend case management, clinical supervision and training sessions for staff and actively contribute to these meetings.
- To attend and participate in team meetings and strategic away days.
- To deliver training on stalking and/or personal safety as required.
- To undertake any other appropriate duties as requested by the Team Leaders

Standard for all job descriptions at Suzy Lamplugh Trust

- To work at all times within the policies and procedures of Suzy Lamplugh Trust.
- To demonstrate and support equality, diversity and inclusion in all exchanges, communications and actions to promote an inclusive culture and reputation for the Trust.
- To ensure a risk-averse adherence to data protection principles and confidentiality as an inherent part of all working practises; and as a representative of the Trust, to ensure no reputational risk or breach of data and confidentiality
- To ensure that you work with your line manager to identify training needs and ensure that training is up-to-date.
- To take a proactive approach to building and developing knowledge about the Trust and its activities.
- Work collaboratively to support colleagues and share information and learning.

PERSON SPECIFICATION

Person Specification ('s' denotes shortlisting criteria which must be addressed in covering letter or other documentation; 'I' denotes criteria which must be evidenced in interview).

SKILLS and Knowledge	Essential	Desirable	Evidenced
A sound working knowledge of the practical, emotional, social and economic issues facing people affected by stalking and other forms of gender-based violence	I		S
Knowledge of Safeguarding (adults and children) to be able to identify the need to escalate to relevant services and line management.	I		S

Ability to identify and share best practice	I		
A comprehensive understanding of risk assessment, risk management and safety planning in stalking and other forms of gender-based violence	I		S
Appreciation of the need for good attention to detail			S
Ability to maintain boundaries	I		
QUALIFICATIONS and EXPERIENCE			
Considerable relevant experience of working with people affected by crime or vulnerability	I		S
Understanding and experience of assessing risk and formulating safety plans	I		S
Experience of working with people affected by stalking, including risk assessment and safety planning	I		S
PERSONAL ATTRIBUTES/BEHAVIOURS			
Evidence of managing own resilience for working under pressure and to deadlines	I		
Demonstrable ability to manage own time and diary, including managing a case load and prioritising, alongside consideration of others' time commitment	I		
Calm and confident presentation	I		
Ability and interest in developing a service			S
Proactive self-starter with a desire to develop all areas of the role			S
Empathy with issues relating to stalking	I		S
Willing to work within the policies and procedures of Suzy Lamplugh Trust, including equality and diversity			S
Commitment to the work of Suzy Lamplugh Trust			S

