



0808 802 0300

JOB DESCRIPTION

JOB TITLE	Stalking Advocate – please note we are recruiting a number of these posts
Contract Type	Fixed term until March 2025 (possibility of extension)
Salary range (for full time hours)	£27,295 to £29,700 per annum, depending on experience (pro rata for part-time hours)
Hours/FTE	35
Reports to	Operations team leaders
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)

Overall purpose of role:

- To provide expert advice and advocacy to victims of stalking within a trauma-informed care approach.
- To deliver a high-quality and inherently sensitive service adapting to individual needs and dispositions as appropriate
- 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.

Main Duties and Responsibilities:

- To give confidential guidance and information by telephone and email to those affected by stalking
- To provide casework support and advocacy to victims of stalking, liaising confidentially with both voluntary and statutory services to ensure positive outcomes for victims
- To support the Senior Advocates and Team Leaders where required
- To ensure effective use of our case management system which enables recording of casework of clients (OASIS)
- Oversee exit strategies of work with clients including onward referrals and tracking
- To assist volunteers and helpline staff with complex helpline enquiries as required

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 ('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 robust knowledge and understanding of the criminal and civil justice systems, housing, welfare and policy relating to domestic, sexual or other gender-based violence	I		S
A robust knowledge of the practical, emotional, social and economic issues facing people affected by domestic, sexual or other gender-based violence	I		S
Robust understanding of risk assessment, risk management and safety planning	I		S
Knowledge of safeguarding (adults and children) and an ability to support others in responding appropriately to safeguarding concerns	I		S
Proven decision making and advocacy skills	I		
Excellent communication skills, both verbal and written	I		S
Understanding and demonstrable application of listening skills			
Good keyboard and IT skills including Microsoft Word and Excel			S
Ability to maintain confidentiality and work in a non-judgmental manner	I		S
Ability to work independently and as part of a team			S
An understanding of the importance of maintaining clear boundaries in service delivery	I		

Ability to organise own workload, set own priorities and adopt a problem-solving approach to work in order to meet deadlines	I		S
QUALIFICATIONS and EXPERIENCE			
Previous experience of working with people affected by gendered abuse	I		S
At least two years' experience of delivering a telephone helpline or information service(s)		D	S
Demonstrable experience of managing and supporting staff, including setting and meeting clear goals and taking mitigating action to keep people and projects on track		D	
Experience of working with issues of personal safety and/or stalking and harassment		D	
PERSONAL ATTRIBUTES/BEHAVIOURS			
A commitment to the continuous development and recognition of a service of excellence on behalf of a leading organisation within the field of stalking	I		
Able to use own initiative	I		S
Calmness and confidence to influence external stakeholders, whether collectively or individually, e.g. when advocating on behalf of service users	I		S
Good attention to detail	I		S
Reliable and resilient	I		
Empathy with issues relating to stalking	I		S
Ability to maintain boundaries	I		
Willing to work within the policies and procedures of Suzy Lamplugh Trust, including equality and diversity	I		
Commitment to the work of Suzy Lamplugh Trust	I		

