



Job Description

Job Title: Helpline Team Manager

Reporting to: NLRC Service Manager

Salary Band: 4.1

Service: North London Rape Crisis

Location: Camden (Head Office)/Hybrid

Hours: 18.75 hours per week

This job description may change to reflect changing requirements of the role

Overview

Solace is one of seven specialist organisations that form London's Sexual Violence Alliance: four Rape Crisis Centres (nia, Rape Crisis South London, Solace and Women & Girls Network) and three specialist organisations, (Galop, Respond, and SurvivorsUK). Together, we bring experience in delivering expert, intersectional, and trauma-informed services to survivors of sexual violence.

Rooted in feminist and trauma-informed principles, our survivor-led model spans all 32 London boroughs and is co-designed with Experts-With-Lived-Experience (EWLE). We champion equity, amplify lived experience, and share governance to ensure no survivor is left behind.

The Role

The postholder will provide effective leadership and management to the Helpline Service at North London Rape Crisis within the Sexual Violence Alliance. The postholder will ensure callers to the Help Service receive high quality advice, information, and emotional support delivered by a highly trained team of volunteers. The postholder will contribute to ongoing development of the Helpline service and contribute to the wider management team with North London Rape Crisis.

Accountabilities

- Along with the SV Alliance and the NLRC, ensure the Helpline Service is operational and all callers receive accurate information as well as emotional support in a psychologically informed manner, in line with service standards
- Regular recruitment and training of helpline volunteers including the planning and delivery of training as well as assessing their performance.
- Ongoing training and development for the volunteers on areas such as the criminal justice system, trauma responses and maintaining healthy boundaries.
- In line with the SV Alliance to develop and maintain helpline policies, guidelines and procedures to guarantee callers are getting the best support and calls are recorded.
- To handle the incoming calls and offer support, signposting and information where appropriate to survivors of sexual violence and professionals seeking advice.
- Provide regular supervision and support to direct staff reports and volunteers
- To contribute to the wider management team within the SV Alliance, the North London Rape Crisis, including contributing to service development, reception of service user feed, managing service user complaints, and associated tasks.
- Lead on Helpline service improvement and development, including building partnerships with external agencies, such as criminal justice partners and schools for the advertisement of the service.
- Ensure compliance with internal safeguarding policy and procedure for the whole of the Helpline service
- Monitor call statistics for the Helpline Service to ensure service users' needs are being met by the service (i.e., ideal opening hours, monitoring missed calls)
- Ensure high quality confidential record keeping for the Helpline service to contribute to quarterly data monitoring for the service

Values, Behaviours & Competencies

- **Committed** to the purpose of Solace Women's Aid, ensuring that the service user is at the heart of service delivery and development
- **Feminist** in understanding 'Violence against Women and Girls'
- Committed to fostering **innovation** and **continuous improvement** in working practice
- **Flexible** and open to new challenges, ideas and experiences, and able to be self-reflective
- Committed to understanding **diversity** and ensuring **anti-discriminatory** practice is applied in all forms of our work
- **Non-judgemental** with a commitment to self-care within the team
- **Collaborative**, building relationships with internal and external partners.

Knowledge, Experience and Skills

- A clear understanding of the myths and facts of sexual violence and the short and long term impacts of sexual violence
- An understanding of the effects of and issues facing women who have experienced sexual violence
- Knowledge of the particular needs of those from diverse communities and the barriers to accessing support particularly women from global majority communities, those with mental health issues, young people, those with drug and alcohol issues and the LGBTQ+ community.
- Working knowledge and understanding of Safeguarding practices and protocols
- Knowledge and understanding of the criminal justice system, police reporting and the key features of the Sexual Offences Act 2003
- Ability to quickly build trust with clients over the phone through empathetic listening and communication skills
- Ability to communicate with women from a range of backgrounds, including the appropriate use of interpreters when required
- Ability to speak a language other than English – Desirable
- Ability to assess and prioritise need and risk and offer clear information so that survivors of sexual violence are able to choose how they want to proceed
- Ability to collaborate and work effectively alongside the other members of the SV Alliance.
- Ability to liaise appropriately and communicate clearly with a variety of statutory and voluntary agencies
- Excellent data monitoring skills including use of Excel for this purpose
- Good organisational and ICT skills including the ability to be self-servicing, use relevant IT packages and maintain an efficient case recording system
- Experience Managing staff/volunteers (desirable)

Qualifications

- **Independent Sexual Violence Advisor (ISVA) qualification – Desirable**



Team Structure

