

Job Title:	Deputy Senior Call handler Full Time Position (8:45 – 17:00) Based in Leeds, but may come with an opportunity to work from home dependent on experience. £24,000 12 month fixed term contract
Responsible to:	Helpline Manager
Date Devised:	October 2021

DUTIES AND KEY RESPONSIBILITIES

1. To be a first response Deputy Senior Call Handler (DSCH) to all survivors, victims and professionals through the national Karma Nirvana helpline and email service.
2. DSCH's must serve as a role model in particular to Call Handlers on the helpline.
3. DSCH's 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.
4. DSCH's shall provide support to all service users in a professional manner with calmness, sensitivity, empathy and through non-judgement.
5. DSCH's will provide the "victims voice" through advocacy with professional agencies.
6. DSCH's 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.
7. DSCH's 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.
8. DSCH's are expected to record accurate, concise and factual call logs. Call logs are expected to be recorded in an efficient and timely manner. SCHs are expected to ensure that Call Handlers are managing their call logs.
9. DSCH's 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
10. DSCH's are expected to use their initiative and prioritise their own workload.
11. DSCH's will support the senior call handlers in ensuring that resources that assist the work and service on the helpline are maintained and up to date.

12. DSCH's are expected to demonstrate commitment to abide by adult and child safeguarding policies.
13. DSCH's are expected to demonstrate a commitment to familiarise with and abide by all Karma Nirvana policies and procedures.
14. In the absence of the senior call handler DSCHs must ensure that the helpline is adequately supervised and staffed during the day.

MANAGEMENT AND LEADERSHIP

15. DSCHs must provide outstanding leadership and mentorship to Call Handlers.
16. DSCHs must prepare rotas for staffing the helpline in the absence of the senior call handler.
17. DSCHs must ensure that Call Handlers receive debriefing in line with Karma Nirvana Helpline Policy.
18. DSCHs must support and assist Call Handlers in dealing with complicated or difficult calls.
19. DSCHs are expected to identify and delivery on opportunities to raise the profile of Karma Nirvanas work.
20. DSCHs are expected to deputise in the absence of the senior call handler.
21. DSCHs are expected to undertake other duties as appropriate when required.

TEAM SUPPORT AND PROFESSIONAL ETHIC

22. DSCHs are expected to work as part of team, providing support and consideration to each other.
23. DSCHs are expected to serve as role models of outstanding standards both inside and outside the workplace with professional agencies.
24. DSCHs may be expected to attend meetings which support Karma Nirvana in its aims and objectives and must be prepared to travel.
25. DSCHs are expected to lead and direct team briefings in the absence of the senior call handler.
26. DSCHs 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.

PERSONAL AND ORGANISATIONAL DEVELOPMENT

27. DSCHs 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. This must be reported to the Helpline Manager.

28. DSCHs must take responsibility for the continuing professional development of self and others in keeping abreast of the issues with the support of Karma Nirvana.
29. DSCHs must ensure that whilst keeping abreast of updates and changes in the field of Honour Based Abuse, this information is provided to the Helpline Manager.
30. DSCHs must identify training and knowledge needs/gaps on the helpline and support in the organisation of training to 'close the gaps'.
31. DSCHs are expected to engage in daily debrief and ongoing supervision.

<p>Person Specification</p>	<p><u>Essential</u></p> <p>Training</p> <ul style="list-style-type: none"> • Evidence of training related to helpline work • Domestic Violence (DV), Honour Based Abuse (HBA) & Forced Marriage (FM) training <p>Experience</p> <ul style="list-style-type: none"> • Worked as part of a team. • Worked in the field of DV, HBA & FM • Experience of working with victims of FM and HBA & professionals within this field • Experience of working within an environment bound by confidentiality • Leadership skills • Experience of debriefing with team members <p>Knowledge</p> <ul style="list-style-type: none"> • A good understanding of DV, HBA & FM • Understanding of generic DV agencies & services <p>Skills</p> <ul style="list-style-type: none"> • Excellent telephone & verbal communication skills • IT skills including use of internet to locate resources & use of Word • Ability to record monitoring data & provide effective emotional / listening support • Demonstrate initiative • Ability to handle sensitive & emotionally difficult confidential calls <p>Personal</p> <ul style="list-style-type: none"> • 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 • A supportive approach to colleagues and team working 	<p><u>Desirable</u></p> <p>Training</p> <ul style="list-style-type: none"> • Has undertaken professional helpline training • Personal awareness or development training • Has undertaken training related to supervision or support of staff <p>Experience</p> <ul style="list-style-type: none"> • Undertaken paid or unpaid work in the voluntary sector • Understanding of rights & services for victims in relation to DV • Experience of delivering training and events • Experience of managing or supervising a team • Experience of working within safeguarding procedures <p>Knowledge</p> <ul style="list-style-type: none"> • Understanding of MARAC Process • Ability to undertake risk assessment & to safety plan for a victim • Have an ability to speak Urdu, Mirpuri, Punjabi, Hindi, Gujrati, Bengali, Arabic, Farzi, Dari, Pushto