

**Helpline Co-ordinator**

**Person Specification**

**Key:** ‘E’ = essential; ‘D’ = desirable

**Qualifications**

1. Training qualification (D)

**Experience**

1. Experience of supervising or mentoring volunteers or staff in paid or unpaid role (E)
2. Experience of developing and delivering training (E)
3. Experience of working on a helpline (E)
4. Experience of supporting challenging service users with complex needs in a paid or unpaid role (E)
5. Experience of making complex adult safeguarding and child protection decisions (E)
6. Experience of managing, co-ordinating and/or overseeing services (D)
7. Experience of using databases or similar to monitor and record outputs and outcomes for funders (D)
8. Experience of working within specialist women’s sexual violence or violence against women and girls services on a paid or unpaid basis (D)

**Knowledge**

1. Working knowledge or commitment to obtain a working knowledge of trauma and mental health as it relates to survivors of sexual violence and abuse (E)
2. Knowledge of child protection issues and legislation (E)
3. Understanding the importance of monitoring and evaluating services (E)
4. Understanding of the new GDPR guidelines (E)
5. Understanding of and commitment to equality, diversity and anti-discriminatory practice (E)
6. Working knowledge of local voluntary and community sector and statutory support agencies (E)
7. Knowledge and understanding of additional barriers that women and girls from under-represented groups might face and, in particular, understanding of the needs of black and Asian women and girls (D)
8. Knowledge and understanding of the Rape Crisis movement and of the commissioning and funding landscape within which Rape Crisis Centres operate (D)
9. An understanding of the concept of empowerment as it relates to supporting survivors of rape, sexual violence and abuse (D)

**Skills & Attributes**

1. Commitment to fulfilling one regular working shift on the SARSVL helpline each week (E)
2. Excellent communications and interpersonal skills (E)
3. Ability to recruit, train, supervise and motivate a diverse and changing cohort of Helpline volunteers (E)
4. Ability to represent the views and interests of the women and girls who use our helpline (E)
5. Proficiency in use of Information & Communications Technology (ICT), including e-mail, Internet and social media (E)
6. Ability and commitment to effective relationship-building and team-working (E)
7. Ability and commitment to taking a solution-focussed approach to work (E)
8. Ability to work under pressure, and on own initiative as required (E)
9. Ability to work flexibly to meet the demands of the service (E)
10. Commitment to the vision, mission, aims and values of SARSVL (E)
11. Commitment to a feminist understanding of sexual violence (E)
12. Willingness to take up relevant training and development opportunities (E)
13. Ability to work alongside volunteers by facilitating working group (E)
14. The ability to work calmly and sensitively with young people and adults who self-harm and/or who have suicidal thoughts and feelings (E)
15. The ability to reflect on your own attitudes towards sexual violence and mental health and your own practice and the use of clinical supervision (E)