

JOB DESCRIPTION

DOMESTIC ABUSE TRIAGE OFFICER	
DEPARTMENT: OUTREACH SERVICES	
REPORTS TO: OUTREACH SUPERVISOR/LEGAL ADVISOR	
DIRECT REPORTS: MAINLINE VOLUNTEERS	
SALARY: £30,250.00	HOURS: F/T 35 HOURS PER WEEK
MAIN PURPOSE OF JOB	
<ul style="list-style-type: none"> - To oversee all referrals and enquiries in via the charity's main telephone line day-to-day, triaging cases into appropriate BCWA services according to eligibility criteria. - To be the first point of contact for victim/survivors of domestic abuse, providing initial needs assessment, safety advice and signposting to external services/agencies as appropriate. To provide advice to professional and referrers. - To coordinate and supervise main line activity and staffing daily from the charity's head office location, providing guidance and support as needed to call handlers. 	
PRINCIPAL ACCOUNTABILITIES	
<p>General Duties</p> <ul style="list-style-type: none"> • Answer calls to the BCWA Mainline, using approved risk assessment tools to triage victims of domestic abuse to the correct BCWA service, and where identified, provide immediate emotional and practical support. • To facilitate the smooth passage of all referrals and assessments from the main line into BCWA internal services according to eligibility criteria. • To deal daily with all telephone/mainline enquiries and referrals, ensuring that relevant information has been inputted onto BCWA's case management systems. • Provide induction and training to new staff/volunteers who will be covering BCWA's mainline. • To liaise professionally with referrers via the relevant inbox, acknowledging receipt of new referrals, requesting any further or missing information required (e.g. alternative means of contact) and providing updates. • To make onward referrals internally using BCWA's case management system, administrating all short term cases on the system. • To liaise with internal and external agencies, including making safeguarding referrals. • To provide advice, information and assistance to any other callers contacting BCWA. <p>Administration</p> <ul style="list-style-type: none"> • Develop and maintain the necessary documentation to ensure the smooth running of BCWA mainline and referral systems, including referral forms, relevant monitoring reports and case management notes. 	

- Ensure all new referrals are loaded onto the case management system, with all relevant consent, referral and demographic information completed.
- Ensure that security of sensitive information is maintained at all times and complies with both the requirements of the UK GDPR and BCWA's data protection policies and procedures.

Support

- Provide professional and supportive initial contact with victim/survivors to identify immediate safety and support needs, providing appropriate safety planning advice and signposting where necessary.
- To be understanding and flexible in response to the needs of service users.
- Risk assess every referral in order to triage into the correct service.
- Communicate clearly with IDVA team to allocate potentially high risk referrals who are unsuitable for outreach support, and ensure the referral is picked up within the agreed timeframe.
- Ensure clients who wish to engage with outreach support are allocated to the appropriate team and the referral picked up within agreed timeframe.
- Recognise, respect and address the needs of clients who face particular barriers when seeking help to access the service, including those from diverse communities, LGBTQ communities, people with disabilities, women and girls with complex needs and other hard to reach groups.

Conduct

- Maintain confidentiality and ensure that professional boundaries are observed when working with clients, staff, volunteers and external agencies and to work within BCWA's Code of Conduct.
- Demonstrate excellent safeguarding practice at all times, in line with BCWA's policies and procedures.
- Work in partnership with voluntary and statutory organisations, maintaining good working relationships with external agencies and keeping up to date with local resources and services available to client.
- Be an active member of the team, helping to cover the work of the team during absences, vacancies or when a colleague is under pressure, liaising and coordinating with colleagues to provide an effective and cohesive service for client.
- Share previous experience, skills and knowledge which may be relevant to the team in providing its service.
- Maintain accurate records in line with BCWA procedures regarding all aspects of service delivery for monitoring and other purposes, including detailed case management records and the collation of statistics for quarterly reporting.

THIS JOB DESCRIPTION ACCURATELY REFLECTS THE REQUIREMENTS OF THE JOB AT THE TIME OF WRITING BUT MAY BE SUBJECT TO CHANGE FROM TIME TO TIME TO MEET THE CHANGING NEEDS OF THE ORGANISATION.

PERSON SPECIFICATION

DOMESTIC ABUSE TRIAGE OFFICER

Section	Criteria
Education and Qualifications	<ul style="list-style-type: none"> • Good standard of education is essential • Demonstrable qualifications in the field of domestic abuse and support are desirable
Experience, Knowledge and Understanding	<ul style="list-style-type: none"> • Have empathy and understanding of the impact of domestic abuse on victims and their families. However training will also be provided to the successful candidate on domestic abuse and local support available. • Have an understanding of the context of DA services and best practice when working with victims of domestic abuse/ or in a related field such as health/ safeguarding/ policing • Experience of providing telephone triage services/ reception or equivalent front of house services (Essential) • An excellent telephone manner and a commitment to customer service. • Ability to communicate effectively to a wide range of people including victims of domestic abuse and professionals. • The ability to listen and provide effective advice, emotional and practical support to victims ringing in crisis • The ability to work in a fast paced environment and prioritise effectively • A working knowledge of the challenges faced by women and children who have experienced domestic abuse • A sound working knowledge of the practical, emotional, social and economic issues facing women and girls affected by domestic, sexual and intimate relationship abuse • Awareness of the needs and issues specific to women with NRPF (no recourse to public funds) and diverse local communities, and the specific challenges that working with these client might bring. • An understanding of the voluntary sector • Experience of, and a passion for, working in a small organisation • Experience and skills to ensure that any issues in relation to safeguarding children or vulnerable adults are identified and dealt with appropriately in accordance with established policies and procedures • Ability or experience in working and supervising volunteers and train staff/volunteers to answer mainline
Technical and Professional Skills	<ul style="list-style-type: none"> • Excellent communication skills in written and spoken English, and the ability to adapt this to suit a wide range of audiences ranging from survivors of domestic abuse to public presentations

	<ul style="list-style-type: none"> • Experience using a database to record service user's progress • Excellent IT skills including Windows, MS Office and the use of database systems
Personal Attributes	<ul style="list-style-type: none"> • Non-judgemental and empathetic • Caring and calm working under pressure • Be flexible and able to adapt the service to meet the needs of all our client, ensuring our services are accessible. • Act with integrity and respect when interacting with client, professionals and staff • Understanding of and commitment to Equal Opportunities • Commitment to social justice and the empowerment of women who have experienced domestic violence • Able to work effectively under own initiative and meet deadlines as well as working co-operatively as part of a team • Ability to accurately record and manage data and report on outcomes to deadlines • Good attendance record and ability to cope with pressure • Adapt/react to changing situations positively • Switch between different responsibilities and manage priorities effectively • Suggest ideas for new ways of working, takes initiative • Self-motivated, proactive • Meet deadlines without needing to be chased/monitored • Deal effectively with internal and external contacts • Resolve conflict effectively • Able to provide clear and concise written and oral advice on complex and sensitive issues • Strong administration and organisational skills • Ability to express oneself clearly with confidence, empathy and compassion • Ability to remain calm, professional and resilient under pressure

Female applicants only. In light of the nature of work, the candidate's gender is considered to be an occupational requirement in accordance with Schedule 9 (part 1) of the Equality Act 2010.

DBS check: an Enhanced Disclosure will be sought in the event of a successful application for this post and therefore you will be required to give details of spent and unspent convictions. This post is subject to rehabilitation of Offenders Act 1974. A criminal record will not necessarily exclude you from this post but under the Act, we must have details. BCWA operates under the Criminal Records Bureau Code of Conduct.