**Job Description & Person Specification**

**Job title:** Helpline Operator

**Location:** Belfast (base) and remote working

**Hours:** Variable Hours

Must be available Monday to Sunday (shifts varying over a 24 hour period)

**Salary:**  £11.50 per hour

**Term:** Subject to funding post will end March 2026

**Responsible to:** Helpline Co-ordinator

**Line Manager:** Business Services Manager

Nexus NI welcomes applications from all members of the community.

Remote working is available particularly for evening, night and weekend cover.

Training and supervision will be in the Belfast offices of Nexus NI.

This post will require an Enhanced Access NI check.

**OVERALL PURPOSE OF THE JOB**

**The 24 Hour Domestic and Sexual Violence Helpline is funded by the Department of Health, Justice & Communities and aims to offer support, help, signposting and referral to victims, family, friends and professionals.**

The operator will be responsible for giving support, signposting enquiries, taking referrals, making risk assessments, distributing information and all associated administration processes. The Helpline contact will be via phone, webchat and email. The operator will be expected to work within Nexus NI policies and uphold the values and ethos of Nexus NI.

**KEY TASKS**

* To provide a supportive, calm and professional interaction with everyone accessing the Helpline via various communication channels.
* To distribute information and make referrals
* To complete all administration that is associated with the service, such as recording data from each call received, outcomes and monitoring information.
* To ensure that all calls are followed up with an appropriate call back and onward referral.
* To ensure that all callers receive an appropriate level of assessment to ensure they are referred to the right service and risk concerns are safety addressed.
* Participate in awareness raising campaigns including distributing PR materials and participating in outreach via telephone, e-mail and or events.
* To contribute to improving the information held by Helpline and help develop further referral mechanisms with other agencies and organisations.
* To ensure that all safeguarding procedures are followed and to ensure that a full follow up is provided.
* To ensure that the service is fully accountable to its service users through the administration of a structured feedback programme.
* Have full regard to the policies and procedures of Nexus NI.
* To undertake and fully participate in 1-1 supervision, line management and other developmental opportunities in accordance with the ethos of Nexus NI.
* Any other tasks specified by Nexus NI

**Person Specification**

**Essential Criteria**

* Experience of working (either paid or voluntary) in a supportive role with adults or children at risk
* Good level of both verbal and written communication to both callers in crisis and professionals
* Demonstrable administration and IT skills
* Awareness of the issues when dealing with at risk clients and issues surrounding domestic & sexual violence
* Ability to work unsupervised and make decisions while maintaining safe working practices.
* Demonstrable knowledge of maintaining confidentiality while interacting with high risk callers.

**Desirable Specification**

* Experience working with victims of Sexual and/or Domestic Violence
* Counselling, Listening Ear, Support or similar qualification/training
* Experience of risk assessment and management
* Knowledge and understanding of the voluntary sector and services available to survivors of domestic and sexual violence.
* Experience in communicating with callers who have difficulty communicating in English and who may have a different cultural understanding of the issues surrounding domestic & sexual violence.

Nexus NI reserve the right to shortlist using both the desirable and essential criteria.

Shortlisting will be carried out on the basis of the criteria set out above, using the information given on the application form. You should therefore address the requirements when completing the application form, as failure to do so may result in you not being shortlisted.

Please ensure your completed application form is returned to [hr@nexusni.org](mailto:hr@nexusni.org) . Candidates successful in shortlisting will be notified by email, confirming date and time for interview.

**Please note that interviews will likely take place in the evenings and carried out online using Microsoft Teams.**