



Role Profile

Volunteer Role:	Helpline Volunteer			
Grade:	Volunteer			
Hours:	Weekdays during working hours (minimum 3 hours per week)			
Location:	Remote with occasional travel within Kent			
Responsible to:	Single Point of Access Service Manager			
Responsible for:	n/a			
Committed	Curiosity	Connected	Collaborative	Compassionate

Background

Oasis is a passionate and ambitious organisation committed to tackling the causes and consequences of domestic abuse on families. We are known in Kent & Medway for our dedicated, independent services that have been supporting the cause with a local focus for many years.

Overall:

We provide an efficient service for individuals and families affected by domestic violence and abuse across Kent & Medway. These families and individuals will have a range of needs, and our client support work is need-led, risk-focused & trauma-informed with a focus on developing individual resilience. We work with clients in a range of settings. We include volunteers at every level of the organisation and work with them to add value to the services that we offer.

Competency

Oasis supports Volunteers through the Individual Development Plan, a framework to provide ongoing support and development to volunteers. All staff are expected to engage in personal learning through this framework. A summary is attached at the end of this role description.

Purpose of the role

To respond to calls on our helpline. Our helpline is available to members of the public, professionals and individuals calling for support. You will be listening to callers, signposting them to relevant agencies including making referrals.

Helpline Volunteer - Kent

Key Responsibilities

1. Deliver the Helpline service as the single point of access, providing direct support and information to anyone affected by domestic abuse.
2. Triage callers, to understand their risk and needs. Complete all necessary internal and external referrals, signposting, and providing initial safety planning to all clients.
3. Provide direct support, information, and onward referrals to helpline callers, acting as a first point of contact to the organisation.
4. Offer advice and onward referral details to those working with those affected by domestic abuse.
5. Ensure that service users and relevant statutory and voluntary agencies receive an effective and appropriate response, including support via telephone, email, and text.
6. Signpost callers to relevant agencies.
7. Ensure that systems for recording and monitoring all contacts are accurately maintained and inform the development of these systems.
8. Work within the policies and procedures set out by Oasis.
9. Adhere to the ethos of Oasis, displaying attitudes and behaviours appropriate to the organisation.
10. Represent Oasis in line with our Code of Conduct.

Other Duties

11. Support the frontline teams through accurate and comprehensive recording of information on databases and in messages.
12. Liaise with Single Point of Access Service Manager regarding the appropriate and swift allocation of referrals and any concerns relating to these.
13. Maintain and support the development of an information service to statutory and voluntary agencies.
14. Share information, where required, on current bed space allocation across relevant networks.
15. Contribute to the development and upkeep of a database of Kent and national service providers.
16. Establish and maintain effective multi-agency links using communication skills with a range of stakeholders.
17. Operate within policy, legal, ethical, and professional boundaries when working with service users.
18. Work within key policies such as confidentiality, data protection and safeguarding practice.
19. Work within a stressful, often fast-paced environment with strong planning and organisational skills.
20. Engage in ongoing training as required.
21. Participate in supervision and the IDP (Individual Development Plan) programme.
22. Take on other reasonable tasks as identified by the Service Manager.

Review arrangements

The details in the role specification reflect the role's content on the date the document was prepared. It should be remembered, however, that it is inevitable that over time the nature of individual jobs will change; existing duties may be lost, and other duties may be gained without changing the general character of the duties or the level of responsibility entailed. Consequently, we expect to revise this role specification when needed and consult with the postholder at the appropriate time.

Oasis Domestic Abuse Service is committed to safeguarding and promoting the welfare of children; applicants must be willing to undergo child protection screening appropriate to the post, including checks with past employers and the Disclosure and Barring Service.

Person Specification	Essential	Desirable
1. Experience		
Providing support to others in a work or personal capacity.	Y	
Relevant experience working in a client focused advisory/support role.	Y	
Experience of working in a helpline capacity.		Y
Experience of working with those who have experienced trauma and/or domestic abuse.	Y	
Experience of assessing risk, safety planning and signposting.	Y	
2. Knowledge & Qualifications		
Knowledge and understanding of the dynamics and impact of domestic abuse.	Y	
Knowledge and understanding of the issues and processes of child and adult safeguarding.	Y	
Good understanding of the role and operation of multiagency partners.	Y	
Knowledge and understanding of issues of diversity in the provision of support	Y	
3. Capabilities & skills		
Commitment to a high level of confidentiality	Y	
Understanding and implementation of data protection policies	Y	
Excellent listening skills	Y	
Excellent communication and interpersonal skills and an ability to communicate with a range of people and professionals.	Y	
A non-judgmental approach to support.	Y	
Confident in IT skills and ability to learn new databases.	Y	
Ability to work independently with good organisational and prioritising skills.	Y	

4. Emotional intelligence		
Self-Awareness: recognizing own emotions, strengths, and limits, being self-confident	Y	
Self-Regulation: having self-control, honesty, accountability, flexibility, and being welcoming of innovative ideas.	Y	
Motivation: drive to achieve the best outcome, ability to align with the values and goals of the organization, opportunistic, persistent	Y	
Empathy: understanding others, developing others, client focus, cultivating diversity, able to read and work within group/ team dynamics.	Y	
Social skills: able to influence and convince through adult communication, and inspiring messages, able to drive change, nurturing instrumental relationships, work together on shared goals, and able to create group synergy.	Y	
5. Other		
Candidates must be willing to undergo an Enhanced Disclosure & Barring Service check	Y	
Evidence of qualifications listed on the application form	Y	
Full driving license and access to use of own vehicle (subject to the provisions of the Disability Discrimination Act 1995).		Y

<p style="writing-mode: vertical-rl; transform: rotate(180deg);"> (1) Making a positive impact/ (2) Working effectively with others/ (3) Communication / Continual improvement/ (4) Planning and delivery of task/ (5) Motivational leadership </p>	<p>Personal Skills determine how we manage ourselves</p>	<p>Self-awareness knowing one's internal states, preferences, resources and intuitions</p>	Emotional Awareness	Recognising one's emotions and their effects	
			Accurate Self-Assessment	Knowing one's strengths and limits	
			Self-confidence	A keen sense of one's self worth and capabilities	
		<p>Self-regulation managing one's internal states, impulses and resources</p>	Self-Control	Keeping disruptive emotions and impulse in check	
			Trustworthiness	Maintaining standards of honesty and integrity	
			Conscientiousness	Taking responsibility for personal performance	
			Adaptability	Flexibility in handling change	
			Innovation	Being comfortable with novel ideas, approaches, and added information	
			<p>Motivation emotional tendencies that guide or facilitate reaching goals</p>	Drive	Striving to improve or meet a standard excellence
				Commitment	Aligning with the goals of the organisation
	Initiative	Readiness to act on opportunities			
	<p>Social Skills determine how we handle relationships</p>	<p>Empathy awareness of others' feelings, needs and concerns</p>	Understanding Others	Sensing others' feelings and perspectives, and taking an active interest in their concerns	
			Developing Others	Sensing others' development needs and bolstering their abilities	
		<p>Social Skills adeptness at inducing desirable responses in others</p>	Task Focus	Anticipating, recognising and meeting client needs	
			Cultivating Diversity	Cultivating opportunities through various kinds of people	
			Political Awareness	Reading a group's emotional currents and power relationships	
			Influence	Wielding effective tactics for persuasion	
			Communication	Listening openly and sending convincing messages	
			Conflict Management	Negotiating and resolving disagreements	
Leadership			Inspiring and guiding individuals and groups		
Change Catalyst			Initiating or managing change		
Building Bonds	Nurturing instrumental relationships				
	Collaboration & Cooperation	Working with others towards shared goals			
	Team Capabilities	Creating group synergy in pursuing collective goals			