## Role information

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| Job Title: | **First Contact Administrator**  | Travel Required: | This is not specifically required for this position |
| Location: | Sandwell  | Position Type: | Full time 37.5hrs |
| Service area: | Domestic Abuse Accommodation services  | Level/Salary Range: | £19968 |
| Responsible to: | Head of Accommodation services  | Working Hours | 9.00am – 5.00pm Monday – Friday37.5 per week |
| Special Conditions |
| Mileage allowance if travel is undertaken as part of the role |
| Job Brief |
| Black Country Women’s Aid (BCWA) provides emergency accommodation for victims of violence and abuse in need of temporary safe accommodation. This is not considered a victims permanent home and the service will work within appropriate legislation Homeless Reduction Act 2017, Homelessness Act and Housing Act to ensure that BCWA fulfil their legal responsibilities.The service is funded by Sandwell Council as part of their supported housing provision.The service manages and provides 39 units of accommodation ranging from houses in multiple occupation, individual flats and houses as well as group schemes .The service is accessible 24 hours a day. The contract with the council places requirements on BCWA to prioritise residents from Sandwell in a 1st available void system after which accommodation can be provided to other victims in other areas. The service is required provide an active referral process, search and locate facility for victims who BCWA have not been able to accommodate to ensure that they too find a place of safety.The service uses a partnership system SHIP to log and record demand and occupancy, throughput and departures which need updating as changes occur. It is vital that this is kept up to date as this is “live” monitored by Sandwell Council and information used to inform the Council of availability at any one time.To coordinate effectively the referrals into BCWA Accommodation services BCWA has developed a Single Point of Contact. This is a first contact for all referrals and demand into BCWA accommodation services for victims of domestic violence and abuse. This is a central contact and administrator located within one of the accommodation sites..This is a challenging role that requires a timely response to all stakeholders, excellent interpersonal skills and efficient and organised administration. It is from this first contact that the relationship with BCWA begins. The work in summary includesReceiving referrals from agencies, stakeholders and individuals making initial contact * Taking calls from agencies, stakeholders and victims needing help, support and guidance.
* To administer accurate, concise and up to date case management systems.
* Ensure that clients have full access to all of BCWA services and teams work together to create the best outcome for victims
* To promote and raise awareness of all BCWA services to all appropriate stakeholders
* Collect feedback on first contact services
* To undertake administrative duties to ensure that external databases such as SHIP and CORE are maintained.
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| **Working for BCWA** |
| BCWA Values | This role will be an ambassador for BCWA promoting the values of the organisation and all it stands for.The (position) must possess the leadership, skills and commitment to challenge abuse and violence within our society acknowledging that victims are faced with many barriers to living free from violence and abuse. Victims of violence are at the heart of everything we do.   BCWA listens, supports and cares  |
| Commitment to safeguarding  | Black Country Women’s Aid is committed to safeguarding and promoting the welfare of children and young people and expects all staff and volunteers to share this commitment. |

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| **Meeting the Strategic Objectives of Black Country Women’s Aid** |
| 1  | To be responsible for delivery and implementation of professional services that incorporate supportive and preventative strategies to equip service users/ victims/ survivors to keep them safe and free from abuse |
| 2 | To be compliant with GDPR procedures and principles |
| 3 | To be an active participant of the organisational strategic plan as requested sharing ideas and thoughts to improve the victims experience and journey of recovery  |
| 4 | To represent the organisation positively and professionally |
| 5 | To contribute to the development of a culture and systems that promote equality and value diversity; |
| 6 | To work within the aims and objectives Black Country Women’s Aid. |

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| **Governance**  |
| 1  | Reporting to the Head of Accommodation Services as required and producing regular reports in accordance with an agreed schedule and performance requirementsAttendance at relevant meetings |
| 2 | Assistance in preparing reports  |
| 3 | To ensure effective communication across all services to update and inform about the service work and ensure that the Head of Service is informed at all times of any issues that affect the effective delivery services within this service. |
| 4 | To ensure implementation and compliance of BCWA policies and procedures  |

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| **Principle Duties** |
| 1 | To be responsible for receiving referrals into BCWA accommodation services, completing the referral details including and especially accurate contact details, understanding the domestic abuse and need for emergency/ supported accommodation including last incident, obtaining all the essential information including financial status understanding any specific risk, needs and/or complexities, assessing whether the location is safe and discreet, partner involvement and suitability for emergency accommodation. The decision to allocate is based on specific criteria and decisions are made by senior management once all the information has been obtained. No decision will be made unless the information is complete. This must be completed within a target time to ensure that the victim/ and her children are safe at all times and never put at further risk. |
| 2 | To be responsible for ensuring that all parties understand the temporary nature of the accommodation and the license conditions and requirements such as payments, conditions of stay etc. Where victims feel that these are not suitable liaise with the housing department to identify more suitable alternative accommodation. |
| 3 | To provide an effective timely response to victims/ stakeholders making referrals into the service where accommodation is not available via BCWA. Making contact with agencies that can help, making referrals as necessary in full consultation with the stakeholder/ victim and other relavent parties. All partiers will need to be updated in a timely way. |
| 4 | Accurate recording of the victim/ agency details on SHIP and BCWA IT systems preparing case files ready for allocation to teams of Domestic Abuse Intervention Workers. Where new information is available keep case management databases and systems up to date with relevant information. |
| 6 | To liaise where required with relevant safeguarding teams eg Multi Agency Safeguarding Hub (MASH) to refer safeguarding issues.  |
| 7 | Where victims do not maintain contact with BCWA but are in need of accommodation keep them up to date of services available for help and support. Where contact is lost make contact with appropriate agencies to ensure that they are safe and fully informed of their options |
| 8 | Where appropriate refer victims to other services to create the best outcomes. |
| 9 | Once the referral has been accepted maintain safe contact with the victims to arrange the transfer or move into the accommodation explaining the times required to enter the accommodation. All communication should be undertaken keeping the victim safe at all times. All records should be completed accurately and in accordance with the systems, policy and procedures of the BCWA. |
| 10 | Where requested assist in the audit and quality assessment to ensure quality of service particularly in relation to fair access and exit of victims in service. |
| 11 | To build relationships with stakeholders and ensure appropriate sharing of information in accordance with BCWA policies and procedures. Working directly with all key agency partners to ensure that work with victims is coordinated and information is shared effectively and appropriately. |
| 12 | To provide ongoing reports and monitoring of all referrals to ensure that contact is maximised and needs are met. |
| 13 | To be a proactive enthusiastic member of the team contributing to the requirements of the contract and related targets and commitments (funders/ commissioned services). |
| 14 | Ensuring that the overall quality of service is working within agreed standards  |
| 15 | Ensuring that your practice meets health and safety standards in accordance with BCWA policy and procedures when working at different sites including non BCWA sites and use of relevant equipment |
| 16 | To remain up to date and compliant with local and regional operational protocols and national legislation and emerging evidence. |
| 17 | To update external monitoring databases such as SHIP and CORE with accurate data.  |

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| **General Duties** |
| 1  | To ensure that all work is compliant with BCWA GDPR and Information Security policy and procedures. |
| 2 | To be fully compliant and remain up to date with BCWA’s policies and Case Management procedures and uphold standards of best practice. To remain up to date and compliant with local and regional operational protocols and national legislation and emerging evidence. |
| 3 | To develop, maintain and represent positive, collaborative working relationships with all BCWA staff, being committed as part of the team to providing a high level of support to victims and survivors. |
| 4 | To attend all meetings or training as required, attend monthly supervision sessions, and appraisals.  |
| 5 | To participate in BCWA performance management processes providing robust outcomes and evaluation reports on progress within the role. To participate in target setting within the role and work to established targets.  |

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| **Safeguarding responsibilities (the individual’s responsibility for promoting and safeguarding the welfare of children and young people they are responsible for, or come into contact with** |
| 1  | \*\*All posts are subject to the Rehabilitation of Offenders Act (Exceptions Order) 1975.  It will be necessary for an enhanced disclosure to be made to the Criminal Records Bureau for details of any previous criminal convictions. |
| 2 | You are responsible to ensure children and young people you work with are safeguarded, this includes following BCWA safeguarding policies and procedures and feeding any concerns into your line manager or designated safeguarding lead  |

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| **Important information**  |
| 1  | This job description will be subject to review as part of the annual appraisal process. The post holder will be expected to be flexible in her development of the post and will participate fully in all discussions about the nature of her work and the tasks involved. |
| 2 | Black Country Women’s Aid is committed to safeguarding and promoting then welfare of vulnerable adults, children and young people and expects all staff and volunteers to share this commitment. |
| 3 | Any other duties which the Executive Director may feel necessary from time to time |
| 4 | Occupational Requirement under Schedule 9 (part 1) of the Equality Act 2010 applies. The post holder must be female in accordance with the Sex Discrimination Act 1975 Part 7 (2) (e) |

# Person Specification

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| **Qualifications and Experience: You are required to:**  |
| 1 | Educated to minimum Level 3 or equivalent, may consider level 2 if matched with a good level of experience in Health and social care, administration or similar GCSEs English and Mathematics – Grade C or above |
| 2 | Experiencing of working within a needs led service providing information and advice to victims of domestic abuse/sexual violence |
| 3 | Experience of assessing the needs of victims of domestic abuse and their children. |
| 4 | Experience of working in a professional environment  |
| 5 | Experience of working within a supportive setting for vulnerable people, homelessness/destitution  |
| 6 | Experience of working within a formal contracting environment delivering/achieving against a specification and performance targets |
| 7 | Experience of working/liaising with all stakeholders over the phone and using other forms of communication including use of emails, written correspondence |
| 8 | Experience of obtaining feedback from stakeholders |
| 9 | Experience of using IT as part of day to day functions including databases, excel and other programmes including using analysing and monitoring data  |
| 10 | Experience of accuracy, data inputting and maintaining systems/records up to date |

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| **Knowledge: You are required to:**  |
| 1 | Have an understanding of domestic abuse and its impact on victims and their Childrens life and why perpetrators use abusive behaviors in relationships  |
| 2 | Have an understanding of impact domestic abuse on parenting and the challenge to keep children safe |
| 3 | Have knowledge and be fully conversant about the range of statutory and voluntary agencies with which victims of domestic abuse may come into contact  |
| 4 | Have an understanding of the criminal justice system in relation to domestic abuse and other legal options available.  |
| 5 | Have sound knowledge of surrounding vulnerabilities, such as substance misuse and mental health problems and an understanding of how to support victims and families with complex needs.  |
| 6 | Have an understanding of relevant legislation, government policy and good practice requirements, particularly in safeguarding children and adults, homelessness, immigration and cultural diversity |
| 7 | Have knowledge of relevant Safeguarding Adults and Children legislation and safeguarding procedures and the legal and housing rights of clients.  |
| 8 | Have knowledge of Health and Safety, GDPR compliance and management  |

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| **Skills/ and abilities: You are required to have :**  |
| 1 | Excellent communication skills with the ability to communicate effectively• with service users and statutory, voluntary and other stakeholders• verbally and in writing• advocating for service users, raising awareness of gender violence issues and representing Black Country Women’s Aid. |
|  | Ability to offer brief interventions through telephones support to maximise engagement and use evidence based techniques such as motivational interviewing to engage with victims and stakeholders |
| 2 | Ability to be calm and resilient whilst under pressure and to remain optimistic and persistent |
| 3 | Ability to work independently and within a team manage the daily throughput, meet targets and deadlines, problem-solve and respond to unplanned demands  |
| 4 | Ability to develop supportive relationships with clear boundaries with vulnerable people in a non-judgmental way showing sensitivity for others’ viewpoints and valuing diversity. |
|  | Ability to interpret information regarding victims in a way to help them make informed decisions |
|  | Ability to meet deadlines and work to targets as the information has to be processed and actioned within very short time scales |
| 5 | Demonstrate ability to plan and prioritise a variety of work activities and respond to change |
| 7 | A broad base of basic administrative skills including; Word, Powerpoint, Excel and using databases |
| 8 | Ability to work in a multi-agency way, communicating effectively with other agencies through telephone, face to face and written reports.  |
| 9 | Maintaining professional boundaries and knowing when to seek management guidance and support when required. Self-care is vital. |

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| **Character and Personal qualities: You will be required to:**  |
| 1 | A feminist perspective on how gender, social, economic, race, cultural, linguistic, religious and sexual orientation issues may impact on people’s lives |
| 2 | Confident, assertive, positive individual committed to helping people achieve their potential and representing everything that Black Country Women’s Aid standards for  |
| 3 | Show initiative and be proactive when managing your work load and interacting with your clients and agencies you’re working with. |
| 4 | Non-judgmental, non-directive and anti-discriminatory approach to empowering women |
| 5 | High level of self-motivation and integrity and an ability to think creatively with a ‘can-do’ attitude that can inspire others |
| 6 | Confident to challenge practice in a constructive and solution focused way and where necessary take formal action |
| 7 | Highly organized and efficient and able to manage time/tasks effectively and respond to immediate pressures |

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| **Other Requirements: You will be required to:**  |
| 1 | Able to work at evenings and weekends occasionally when required |
| 2 | Be eligible to work in the UK |

# Version control and Sign off

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| Job Description produced by:  | Sara Ward | Date Produced | 11.10.18 |
| Job Description reviewed by: | Raj Lagan | Date reviewed  |  |
| Job Description approved by: | Chereene Love  | Date Approved  | 19.11.2018 |