## Role information

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| Job title: | First Contact Administrator | Travel required: | None required |
| Location: | West Bromwich Office, Sandwell | Position type: | Frontline support to victims of violence and abuse |
| Service area: | Community Domestic Abuse Support Service | Salary: | £20,167 - £22,320.42  (dependent on experience) |
| Responsible to: | Regional Operational Manager/ Head of Service | Working hours: | 37.5 hours  Monday-Friday 9am-5pm (7.5 hours per day) |

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| Additional requirements | Organisational benefits |
| * May require some work outside of normal office hours * Full driving license with willingness to use own vehicle * DBS check to be undertaken * Eligibility to work in the UK * Occupational Requirement under Schedule 9 (part 1) of the Equality Act 2010 applies. The post holder must be female * The post holder may be required to undertake additional duties from time to time as instructed by the Service Lead and Executive Director, such a group work and presentations * This job description will be subject to review as part of the annual appraisal process | * Mileage allowance if travel is undertaken for the role * Training and development opportunities * Employee Assistance Programme * Access to group clinical supervision with a BACP trained counsellor * 22 days of annual leave (pro rata), plus bank holidays. Opportunities for this to be extended after 3 years of service * Annual leave ‘buy back’ scheme for those who want to purchase additional annual leave days * Bi-annual staff away days * Regular internal newsletter created by staff * Time off in lieu (TOIL) when overtime is required * 5% employer contribution to pension |

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| Job Brief |
| Black Country Women’s AidBlack Country Women’s Aid (BCWA) is an established charity that provides a range of specialist abuse support services to women, men and children across the Black Country. Our holistic, trauma-informed support enables victims to escape violence and abuse, cope with trauma and build resilience. **Community Domestic Abuse Support Service**  The BCWA Community Domestic Abuse Support Service supports victims of domestic violence and abuse in Sandwell, Dudley and Walsall through a range of contracted/commissioning arrangements. The service works in partnership with other services within BCWA and key agencies to assess risk and provide tailored support plans for service users. Our integrated approach provides effective holistic support for client using a trauma informed approach.  **The SPOC Administrator Job Role**  The Single Point of Contact (SPOC) team is a central contact and administrative team that receives referrals and provides initial advice and guidance to agencies, stakeholders and individuals at first contact. The SPOC Administrator coordinates and allocates referrals to the appropriate adviser, depending on level of risk, to provide direct support the clients. 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. |

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| **Working for BCWA** | |
| BCWA Values | This role will be an ambassador for BCWA promoting the values of the organization and all it stands for.  The post holder must possess the understanding, skills and commitment to challenge abuse and violence within our society, acknowledging that victims are faced with many barriers. 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 vulnerable adults, children and young people and expects all staff and volunteers to share this commitment.  Employees must ensure that all practice is delivered within the framework of Safeguarding Adults and Children.  All posts are subject to the Rehabilitations of Offenders Act (Exceptions Order) 1975. It will be necessary for a check to be made to the Disclosure and Barring Service for details of any previous criminal convictions. |
| Equality and diversity | BCWA is a feminist organisation devoted to equal opportunities and a fairer society where everyone has the opportunity to fulfil their potential and diversity is valued.  BCWA will ensure that all employees, applicants for employment and volunteers are treated fairly and with respect at all stages of their employment or service. |
| General Data Protection Regulation (GDPR) | BCWA is committed to protecting the rights and freedoms of all individuals in relation to the processing of their personal data.  All employees are required to comply with GDPR procedures and principles. |

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| **Principal Duties** | |
| 1 | To be responsible for taking calls into BCWA and field as appropriate to the relevant service or staff member. Services include:   * Domestic abuse community and accommodation services * Rape and sexual violence service * Children and young person’s services * Women’s justice service * Therapeutic counselling service * Stalking service * Modern slavery service |
| 2 | To be responsible for delivering an effective system of first contact, care and support to clients who are victims/survivors of abuse; this includes gathering information regarding the client and their circumstances and assessing requirements for support. |
| 3 | To effectively communicate with clients over the phone in a manner and pace that is appropriate and which:   * develops and maintains a positive atmosphere * allows clients to progress at their own pace * reflects an interest in and understanding of the situation * maintains calm and control throughout the call * acknowledges risk to health, safety and welfare |
| 4 | Accurate recording of the client/ agency details on the BCWA case management system and prepare case files ready for allocation. Where new information is available keep case management databases and systems up to date with relevant information. |
| 5 | To liaise on a daily basis with employees in partnership locations, namely the Multi Agency Safeguarding Hub (MASH), taking referrals, making contact and assessing requests for support. |
| 6 | To monitor and respond to referrals via email, telephone and web chat in a timely manner to ensure contact is maximized and needs are met. |
| 7 | Where client details are missing, make contact with appropriate referees to obtain accurate details to enable contact and allocation. |
| 8 | Where appropriate refer clients to other services to create the best outcomes for clients. |
| 9 | Once the client has agreed to support, allocate to the correct domestic abuse worker to pursue interactive interventions, ensuring that this transfer has been accurately recorded in accordance with the systems, policy and procedures of the BCWA. |
| 10 | 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 clients is coordinated and information is shared effectively and appropriately. |

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| **General Duties** | |
| 1 | Involve and encourage client feedback and consultation in all aspects of the service. |
| 2 | To be fully compliant and remain up to date with BCWA’s policies and procedures, local and regional operational protocols and national legislation. |
| 3 | To develop, maintain and represent positive, collaborative working relationships with external professionals and 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 and training as required, attend monthly supervision sessions and appraisals. |
| 5 | To participate in BCWA performance management processes within agreed timescales, providing robust outcomes and evaluation reports on progress within the role. |
| 6 | Reporting to the service manager in line with the contract/service plan. |
| 7 | To ensure effective communication across all services and ensure that the service manager is informed at all times of any issues that impact effective service delivery. |
| 8 | To work within the organization’s quality assurance framework and ensure we provide a quality service to victims of abuse. |
| 9 | To develop innovative ways of working with victims of abuse based on good practice and evidence based research. |
| 10 | To support students, volunteers and apprentices as required. |
| 11 | To represent the organization positively contributing to local, regional and national strategy and events. |
| 12 | Maintain accurate and up to date records in line with organisational policies and procedures. |

# Person Specification

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| Qualifications and Experience | | Essential Criteria | Desirable Criteria | How Measured   * A – application * I – interview * T – test * R – references * E – evidence (ID, certificates) |
| 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. | X |  | A, E |
| 2 | Experiencing of working within a needs led service providing information and advice to vulnerable people, such as victims of domestic abuse/sexual violence. | X |  | A, I |
| 3 | Experience of working in a professional environment. | X |  | A, I |
| 4 | Experience of data inputting, analysis and monitoring large amounts of data, ensuring that records are accurate and up to date. |  | X | A, I |
| 5 | Experience of working within a formal contracting environment delivering/achieving against a specification and performance targets. |  | X | A, I |
| 6 | Experience of working/liaising with all stakeholders over the phone and using other forms of communication including, use of emails and written correspondence. | X |  | A, I |
| 7 | Experience of obtaining feedback from stakeholders. |  | X | I |

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| Knowledge | | Essential Criteria | Desirable Criteria | How Measured |
| 1 | Have an understanding of domestic abuse and the impact on victims and their children. |  | X | A, I |
| 2 | Have an understanding of relevant legislation, government policy and good practice requirements, particularly in safeguarding children and adults, homelessness, immigration and cultural diversity. |  | X | A, I |
| 3 | Have knowledge of relevant safeguarding adults and children legislation. | X |  | I |
| 4 | Have knowledge of the Violence Against Women and Girls Strategy and the gendered nature of abuse. |  | X | I |
| 5 | Understanding of motivational interviewing skills. |  | X | I |
| 6 | Understanding of trauma informed approaches. | X |  | I |
| 7 | Have knowledge of Health and Safety, GDPR compliance and management. | X |  | A, I |

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| Skills and abilities | | Essential Criteria | Desirable Criteria | How Measured |
| 1 | Excellent communication skills with the ability to communicate effectively:   * with clients and statutory, voluntary and other stakeholders * verbally and in writing * advocating for clients, raising awareness of gender violence issues and representing Black Country Women’s Aid. | X |  | I |
| 2 | Demonstrable ability to use Microsoft Office (word, excel, outlook, access, teams), databases and other virtual platforms. | X |  | A |
| 3 | Ability to offer brief interventions through telephone and web chat support to maximise engagement at initial contact, using evidence based techniques, such as motivational interviewing. |  | X | I |
| 4 | Ability to be calm and resilient whilst under pressure and to remain optimistic and persistent | X |  | A, I |
| 5 | Ability to work independently and within a team to meet targets and deadlines, problem-solve and respond to unplanned demands | X |  | I |
| 6 | Ability to develop supportive relationships with clear boundaries with vulnerable people in a non-judgmental way showing sensitivity for others’ viewpoints and valuing diversity. | X |  | I |
| 7 | Ability to obtain information from stakeholders, communicate various support options and empower them to make informed decisions. | X |  | I |
| 8 | Demonstrate ability to plan and prioritise a variety of work activities and respond to change. | X |  | I |
| 9 | Ability to work in a multi-agency way, communicating effectively with other agencies through telephone, face to face and written updates. | X |  | I |
| 10 | Maintain professional boundaries and know when to seek management guidance and support when required. | X |  | I |

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| Personal Attributes | | Essential Criteria | Desirable Criteria | How Measured |
| 1 | A feminist perspective on how gender, social, economic, race, cultural, linguistic, religious and sexual orientation issues may impact on people’s lives |  | X | I |
| 2 | Uses a client-centred approach, demonstrating empathy, respect, trustworthiness and compassion | X |  | I |
| 3 | Non-judgmental, non-directive and anti-discriminatory approach to empowering victims and survivors of abuse | X |  | I |
| 4 | Organised, proactive and consistent delivery of work | X |  | A, I |
| 5 | High level of self-motivation and integrity and an ability to think creatively with a ‘can-do’ attitude that can inspire others | X |  | I |
| 6 | Evidence of personal resilience and aptitude for dealing with potentially distressing and highly emotional work | X |  | A, I |

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| Other Requirements | | Essential Criteria | Desirable Criteria | How Measured |
| 1 | Have a current driving license and access to a vehicle |  | X | E |
| 2 | Be willing to work unsociable hours, including evenings and weekends when required |  | X | A, I |
| 3 | Eligible to work in the UK | x |  | E |

# Version control and Sign off

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| Job description produced by: | Jas Adkins  Project Officer | Date Produced |  |
| Job description reviewed and approved by: | Carol Kelly  Regional Domestic Abuse Manager | Date Approved | April 22 |