



Supporting  
women and children  
in West Cornwall

## Job Specification Helpline and Well-Being Advisor

To be shortlisted you must demonstrate that you can meet all essential requirements.

### Essential Requirements

#### Experience

1. Experiencing of supporting individuals who have experienced domestic abuse and/or sexual violence.
2. Experience of providing a range of support to improve client's well-being over the telephone and/or face to face.
3. Experience of volunteering and/or working with volunteers.
4. Experience and ability to build a rapport and develop a good working relationship with volunteers and clients.

#### Skills, Knowledge and Abilities

1. Ability to work with volunteers and support them with Helpline queries.
2. Knowledge of trauma informed interventions and support.
3. Knowledge and ability to undertake domestic abuse risk assessments (DASH) and devise safety plans with client/service users and support volunteers with this.
4. Knowledge and skills to provide a range of practical and emotional support to improve client well-being.
5. Knowledge and understanding of anxiety and how to support people to manage anxiety.
6. The knowledge, skills, and ability to assess client's support needs and to formulate action plans and to support helpline volunteers with this.
7. A knowledge of the services which are available to people who have may have needs in the following areas: - complex mental health, housing, benefits, debts and ability to make onward referrals
8. The ability to establish effective working relationships with a range of people within WCWA, and the statutory and voluntary sectors within the community
9. Good IT/admin skills and verbal and written communication skills

## General

10. Genuine interest in and commitment to WCWA work and client group
11. Willingness to work flexibly in response to changing organisational requirements

Legal Requirement: This post is open to women only in accordance with the Equality Act 2010, part 1 schedule 9

An Enhanced DBS Disclosure is a requirement for this position

July 2022