**Domestic & Sexual Abuse (DSA) Helpline Operator**

**Job title:**  Helpline Operator

**Location:**  Remote working

**Hours:**  Variable Hours

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

**Salary:**  £12.99 per hour

Unsociable hours uplift applicable between 9pm – 7am at 0.45p per hour

**Contract:** March 2026 (in line with tender requirements)

**Responsible to:**  Helpline Co-ordinator

**About us**

Nexus has offered specialised therapeutic support to people impacted by sexual abuse and abusive relationships in our local communities for 40 years.

We also have over 10 years’ experience in providing early intervention and prevention initiatives to young people, professionals, and the public on topics such as consent, healthy relationships, internet safety and child sexual exploitation.

In addition, from April 2019, Nexus has been managing the 24 Hour Domestic and Sexual Abuse (DSA) Helpline, which is funded by the Department of Health, Department of Justice, and the Department for Communities.

Our people are a dedicated and professional group of individuals who are vital to the success of the Organisation. We aim to be champions of lasting positive change for people impacted by sexual abuse and abusive relationships by positively informing and influencing policy and practice alongside the delivery of influential, professional, quality driven and sustainable services.

**Key Responsibilities**

* Adhere to all safeguarding protocols, ensuring comprehensive follow-up on sensitive cases.
* Actively participate in line management meetings and professional development opportunities.
* Comply with all Nexus policies and procedures.
* Contribute to the enhancement of helpline resources and referral pathways.
* Conduct thorough assessments to direct callers to suitable services and address potential risks.
* Engage in outreach efforts by distributing promotional materials and participating in awareness campaigns via phone, email, or events.
* Ensure timely follow-up with callers, including callbacks and appropriate referrals when necessary.
* Facilitate access to resources through information gathering from the service user to inform the most appropriate guidance and onward referral when required.
* Implement a structured feedback program to maintain service user accountability.
* Maintain accurate service records, including call data, outcomes, and monitoring information.
* Provide empathetic, professional support across all helpline communication channels.

**Person Specification**

**Essential Criteria**

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

**Desirable Specification**

* Counselling, Support Worker or similar qualification/training
* Demonstratable experience working with victims of Sexual and/or Domestic Abuse
* Demonstratable Experience of risk assessment and management
* Demonstratable 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 abuse.
* Knowledge and understanding of the voluntary sector and services available to survivors of domestic and sexual abuse.

**The role description is a guide and should not be viewed as an inflexible specification. It may be varied from time to time in light of strategic developments following discussion with the individual.**