

JOB DESCRIPTION

JOB TITLE: Helpline Coordinator

HOURS: 21 hours per week

SALARY: £33,000 pro rata

BASED: BRC&SASS offices in central Bradford

START DATE: 25 January 2027

PROBATIONARY PERIOD: 3 months

Please note:

All employees will need to undertake regular enhanced DBS checks in compliance with BRC&SASS Safeguarding procedures. This job description describes the main responsibilities of the post and is not exhaustive. Duties may be reviewed in consultation with the postholder to reflect service and organisational needs.

Any offer of employment will be subject to the successful completion of an Enhanced DBS and reference check.

Overall purpose of the post:

To coordinate and support the delivery of a high-quality, trauma-informed helpline service for women and girl survivors of sexual violence and abuse. The postholder will coordinate team rotas and meetings, process referrals and enquiries, provide helpline support, maintain accurate records, and contribute to monitoring, reporting and service development.

Key Responsibilities:

1. **Helpline Delivery and Survivor Support**
    - Provide trauma-informed emotional support to women and girl survivors of sexual violence and abuse through scheduled helpline sessions.

- Respond sensitively and promptly to enquiries from survivors and referring agencies.
- Process referrals in line with agreed procedures, eligibility criteria and confidentiality requirements.
- Identify survivors' needs and contribute recommendations to improve the accessibility, quality and responsiveness of the service.

2. Coordination and Team Support

- Support the Helpline Service Lead to coordinate the staff rota and maintain appropriate helpline cover, including agreed evening sessions.
- Coordinate helpline team meetings approximately every five weeks, including arrangements, information sharing and follow-up actions.
- Attend and contribute to helpline, multi-service, internal and external meetings relevant to the role.
- Support the identification of training needs and the induction and development of helpline staff.
- Recruit and train helpline volunteers, ensuring they are appropriately prepared and supported to deliver the service.
- Promote clear communication and consistent working practices across the team.

3. Administration, Monitoring and Reporting

- Maintain effective administrative procedures and accurate, timely and confidential service records.
- Book, change and confirm appointments, ensuring survivors and relevant colleagues receive accurate and timely information.
- Answer general enquiries and provide clear information or signposting within the scope of the role.
- Conduct standard customer satisfaction surveys and record feedback to support service monitoring and improvement.
- Escalate complex matters to the appropriate colleague or Service Lead, ensuring that actions, outcomes and any follow-up requirements are recorded accurately to support safe service delivery, monitoring and reporting.
- Ensure agreed monitoring information is entered correctly onto the DPMS and liaise with helpline staff to support consistent record-keeping.
- Collect, check and assist with the analysis of service monitoring and evaluation data.
- Prepare monthly service information and contribute to reports for the Service Lead and Management Team.

4. Service Development and Resources

- Work with the Service Lead to review and develop the helpline service.
- Maintain and update standard operating procedures, directories, guidance and other resources used in helpline delivery.



- Assist with publicising and promoting the helpline service.
- Provide specialist information and advice to colleagues and external agencies within the scope of the role.
- Communicate clearly about sexual violence and its impact on survivors.

5. Organisational Responsibilities

- Work within BRC&SASS organisational policies, procedures, aims and values, including equality and diversity, confidentiality, safeguarding, data protection, and health and safety requirements, and contribute positively as a member of a small, dynamic team.
- Develop effective working relationships with BRC&SASS staff, volunteers and trustees, and with partner agencies.
- Represent BRC&SASS professionally in dealings with external agencies.
- Contribute to the development of BRC&SASS and undertake reasonable general office duties that support its range of services.
- Manage priorities responsibly, respond flexibly to changing needs and approach problems constructively.
- Maintain an understanding of the wider context affecting survivors, the organisation and the Rape Crisis movement.

Bradford Rape Crisis and Sexual Abuse Survivors Service
...by women, for women and girls

PERSON SPECIFICATION

Attributes	Essential	Desirable	How Identified:	
Knowledge and Understanding	• Understanding of trauma-informed, survivor-centred practice and the impact of sexual violence and abuse. • Understanding of confidentiality, safeguarding, professional boundaries, GDPR and data protection.	• Understanding of the wider context affecting survivors and the Rape Crisis movement.	Application	
Experience	• Experience of providing sensitive support by telephone or another remote channel. • Experience of processing referrals and maintaining accurate, confidential administrative or monitoring records. • Experience of coordinating rotas, meetings or team activities.	• Experience of recruiting, training or supporting volunteers. • Experience of contributing to service monitoring, evaluation or improvement.	Application/Interview	
Skills and Abilities	• Strong communication, active listening, survivor-centred support, organisation and prioritisation skills. • Ability to respond sensitively to survivors and communicate clearly with colleagues and external agencies. • Ability to enter, maintain, check, retrieve and query structured information accurately.	• Ability to turn service data into clear reports or dashboards for different audiences.	Application/Interview	

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	• Strong Microsoft Excel skills, including pivot tables and data validation. • Ability to work collaboratively while managing tasks independently and escalating complex matters appropriately.			
Personal Qualities and Commitment	• Empathetic, reliable, adaptable and solution-focused. • Commitment to equality, diversity and the dignity, safety and choices of survivors. • Commitment to maintaining confidentiality and professional boundaries. • Ability to build effective working relationships with staff, volunteers, trustees and partner agencies.		Application/Interview	
Additional Requirements	• Willingness to work agreed evening sessions, attend relevant meetings and provide occasional additional cover. • Willingness to undertake regular enhanced DBS checks in line with BRC&SASS safeguarding procedures.		Application/Interview	