



Helpline Supervisor

Job Description

About Galop

Galop is the UK's LGBT+ anti-abuse charity. Founded in 1982, we have been championing the needs and protecting the safety of the LGBT+ community for 40 years.

Galop works directly with thousands of LGBT+ people who have experienced abuse and violence every year. We specialise in supporting victims and survivors of domestic abuse, sexual violence, hate crime, and other forms of abuse including honour-based abuse, forced marriage, and so-called conversion therapies. We are a service run by LGBT+ people, for LGBT+ people, and the needs of our community are at the centre of what we do.

We run three national support helplines for LGBT+ victims and survivors of domestic abuse, so-called "conversion therapy", and hate crime. We provide advocacy services, both in London and nationally, for LGBT+ victims who need longer-term support. We are person-centred, empowerment-based, and trauma-informed – meaning our focus is always on helping our clients decide what is best for them, and then supporting them through their journey.

We use what we learn through working on the frontlines with clients to work for national and local policy change to improve outcomes for LGBT+ victims and survivors of abuse and violence. We build evidence through key pieces of research, like our upcoming report into LGBT+ experiences of sexual violence. We push for legislative change, improved statutory guidance for victims, and better understanding of the needs of LGBT+ people around the country.

About the Helpline Supervisor

The Helpline Supervisor will contribute to the delivery of Galop's National LGBT+ Helplines and triage service, supporting thousands of LGBT+ survivors each year. This will include providing support and information to survivors who have been subjected to violence and abuse, including domestic abuse, hate crime, sexual violence and so-called conversion therapies.

As Helpline Supervisor you will support the Head of Helpline and Volunteering with the day-to-day running of the service, including developing rotas, processes and ensuring the effective monitoring of support to survivors. You will contribute to ensuring a high-quality service by providing expertise and advice to the team during shifts and managing a team of helpline volunteers.

This role will also include one third of your time dedicated to working on the helpline, working as part of the team to respond to emails and chats and answer calls.

Helpline Duties

- Responding to phone calls, emails, web chats and voice messages from help seekers, professionals, families and friends.
- Providing trauma-informed non-judgemental support to survivors, including signposting and referrals into Galop or other services.
- Collecting monitoring data, on all calls, email, chats, and other enquiries as required.
- Completing administration tasks each shift and after every contact.
- Contributing to Galop's survivor forum, social media engagement and the development of resources.
- Debriefing at the end of each allocated shift.
- Attending supervision, line management and other meetings as agreed with the Head of Helplines & Volunteering.

Leadership & Volunteer Management

- Supervising the delivery of the helpline service, including providing support, advice and expertise to your colleagues during shifts
- Leading briefing sessions at the beginning and end of shifts
- Monitoring demand across the helplines during shifts to ensure effective service delivery
- Supporting the Head of Helplines and Volunteering to develop rotas and shift allocations to ensure the smooth running of the helplines.
- Supporting the Head of Helplines to review and develop helpline systems and processes to ensure the service meets the needs of survivors.
- Managing a team of helpline volunteers, ensuring they operate in line with current guidance and best practice
- Supporting the recruitment, induction and training of helpline volunteers.
- Supporting the Head of Helplines and Volunteering to monitor the service, including assisting in the completion of funder reports

General

- To adhere to all Galop policies and procedures.
- Any other duties as required.

About you

We're looking for someone with a trauma-informed approach to supporting survivors. You'll need to have good resilience and self-care, and a strong understanding of the needs of LGBT+ victims and survivors.

There is a genuine occupational requirement under the Sexual Orientation Regulations 2003 for this post. It is considered essential that post holders have experience of LGBT+ needs, and impact of discrimination as the Helpline is run for LGBT+ people experiencing abuse and violence.

The below list is a guide for the kind of skills and experience we'd like you to have – but you don't have to have it all to be considered. We recognise that your experience may be from unpaid roles as well as formal employment. We want to know why you're the right person for this role, not whether you've been given the right opportunities.

Experience and knowledge	Essential (E) or Desirable (D)
Experience in providing trauma-informed helpline advice and support, including web chat services	E
Excellent knowledge of issues facing LGBT+ people experiencing violence and abuse, with a thorough understanding of LGBT+ people's lives and experiences	E
Understanding of safeguarding best practice in a support environment, including both children and adults-at-risk	E
Strong and demonstrable commitment to inclusive practice working with LGBT+ people from diverse backgrounds	E
Knowledge of services and interventions that relate to violence and abuse, such as legal remedies, housing entitlements.	E
Experience managing volunteers	D
Experience of delivering training	D
Skills	
Excellent email writing skills	E
Ability to have a calm and understanding response when a person is distressed	E
Ability to identify risk factors and key points in conversations and email communications	D

At Galop, we believe that life should be safe, just and fair for all LGBT+ people, and that includes our staff in the workplace. We believe in equity and understand the importance of inclusion for staff with a wide range of lived experience. No matter your age, race, faith, orientation, gender identity, disability, or class, we want you to feel welcome here. To that end Galop has a multi-year Equity, Diversity, and Inclusion plan in place, currently focusing on equity and inclusion for Trans and BAMER members

of staff. We are committed to listening and learning, and to constant improvement. We believe it is our job to make sure that all our staff, particularly those from minoritised backgrounds, feel welcome, safe, and able to thrive at Galop.

Location

Galop's offices are located in London. Hybrid working is available.

Hours

Full time (35 hours per week).

This role will be required to work evenings and weekends on a regular basis (based on helpline opening hours)

Contract

Fixed term until 31 March 2025 (continuation after this point subject to additional funding)

Reports to

Head of Helplines & Volunteering

Salary

£32,293.93 - £34,476.08 (including Inner London Weighting of £3,892 which is available to staff who live in London and/or work from the Galop building in central London).

Closing Date and Applications

Applications should be submitted by **12 noon on Monday 9th January 2023.**

Interviews will be held from **week beginning 16th January 2023.**

Questions?

If you have any questions or would like to discuss the role further prior to application, please contact Leighton at leighton@galop.org.uk.

Please send expressions of interest by email only
to recruitment@galop.org.uk