



Helpline Advisor

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.

Our National Helpline for LGBT+ Victims and Survivors of Abuse and Violence offers emotional support, advice and signposting to LGBT+ victims and survivors of domestic abuse, sexual abuse and violence, 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 Advisor

The Helpline Advisor will work as part of a team, answering calls, responding to emails and webchats on Galop's National LGBT+ Helplines. This will include supporting callers who have been subjected to violence and abuse, including domestic abuse, hate crime, sexual violence and so-called conversion therapies.

Helpline Duties

- To respond to phone calls, emails, webchats and voice messages from help seekers, professionals, families and friends.
- To provide trauma-informed non-judgemental support to survivors, including signposting and referrals into Galop or other services.
- To collect monitoring data, on all calls, email, chats, and other enquiries as required.
- To complete administration tasks each shift and after every contact.
- To contribute to Galop's survivor forum, social media engagement and the development of tools and resources for the helpline team and wider organisation.
- To support triage of survivors coming into Galop services.
- To debrief at the end of each allocated shift.
- To attend supervision, line management and other meetings as agreed with the Helpline Manager.
- To adhere to all Galop policies and procedures.
- To work closely with the helpline team.
- 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 domestic 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 | E |
| Experience in maintaining client confidentiality | E |
| Knowledge of issues facing LGBT+ people experiencing violence and abuse, with a thorough understanding of LGBT+ people's lives and experiences | E |
| Knowledge of the safety and risk issues associated to being a victim or survivor of violence and abuse | E |
| Strong and demonstrable commitment to inclusive practice working with LGBT+ people from diverse backgrounds | E |
| Experience of providing webchat based client support | D |
| Ability to record required monitoring data | E |
| Knowledge of services and interventions that relate to violence and abuse, such as legal remedies, housing entitlements. | D |
| Skills | |
| Excellent email writing skills | E |

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| 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 |
| Proficient in use of IT systems, including webchat | E |
| Excellent time management skills, with ability to prioritise. | E |

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 31st January 2025 (continuation after this point subject to additional funding)

Salary

£27,485.36 – £30,976.35 (including inner London Weighting of £4,009.14 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 Friday 19th January 2024**.

Interview dates TBC.

Questions?

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

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