

## Job description

<b>Job title:</b>	<b>Community Response Officer (Domestic Abuse DA)</b>
<b>Location:</b>	Home-based initially; but with the expectation of this becoming office-based roles if the programme develops accordingly. The roles cover the following areas, and you will therefore be expected to be within travelling distance to one of these areas: South East London and Sussex
<b>Duration:</b>	Until March 2025 subject to funding
<b>Salary:</b>	£21,500 PA
<b>Hours of work:</b>	35 hours per week to be undertaken between Monday and Friday 9am to 5pm (with some occasional out-of-hours duties).
<b>Reports to:</b>	Head of Community Services
<b>Responsible for:</b>	Local volunteers
<b>Job Description last reviewed:</b>	July 2022

### 1. CONTEXT AND PURPOSE OF ROLE:

- 1.1 Hourglass is dedicated to calling time on the harm, abuse and exploitation of older people. We support older people experiencing (or at risk of) harm, abuse or exploitation, and work towards safer ageing and a fairer society for all older people.
- 1.2 As Hourglass works towards a modern new vision based on community-led support, this exciting new role presents a unique opportunity to help us deliver a person-centred approach to tackling and preventing the abuse of older people across the outlined areas.
- 1.3 The model will provide specialist domestic abuse support for older victims.

### 2. ROLE PROFILE

- 2.1 The Community Response Officer (DA) will play a key role in shaping Hourglass' response to meeting the needs of the vulnerable older population and their communities across the outlined areas. Working within our new Community Hub structure (operating remotely initially, with the intention of establishing a physical base in the longer term), the postholder will be pivotal in helping us establish a one-stop-shop of information, advice and support services around the abuse of older people and safer ageing.
- 2.2 Delivering our services within the Hub, the postholder will support a team of volunteers, as well as shaping the delivery of a range of services to provide support from prevention right through to recovery.

<b>3. MAJOR DUTIES AND RESPONSIBILITIES</b>
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**3.1 Hourglass Helpline**

- 3.1.1 Periodically supporting the UK-wide Helpline to provide support to callers across the UK. This will involve taking calls, as well as coordinating local volunteer availability.
- 3.1.2 To provide information, advice and support to older people relating to support options for older people experiencing (or at risk of abuse), and safer ageing. To provide accurate and appropriate information and support via telephone, email and other electronic methods, and assist callers to explore their options.
- 3.1.3 To provide practical and initial emotional support to service users, assessing the nature of each call/enquiry and responding in an empathetic and supportive manner. To ensure service users receive advice and support which is appropriate to their needs in a non-judgemental manner and which clearly identifies realistic and achievable options.
- 3.1.4 To explain safeguarding approaches to service users in a way that they can best understand, respecting their needs to receive as correct and as full information or advice as they are able to do, providing them with emotional support, and treating them with dignity and respect.
- 3.1.5 To make safeguarding referrals and liaise on behalf of service users who request or require such support, pursuing conclusions that are satisfactory to the service user.
- 3.1.6 Promoting, raising awareness of the Helpline service across the outlined areas, and notifying the Head of Community Services of potential funding sources.

3.1.7 Regularly liaising with the Helpline team to ensure consistency of advice, support and procedures; and notifying the Head of Support Services and Safeguarding or another member of management of any circumstance in which there may be an immediate risk to a service user and to act as authorised.

### **3.2 Case work**

3.2.1 Undertaking case work and follow-up work to support Helpline callers/enquirers in the outlined areas who require more comprehensive support.

3.2.2 Working with the internal/external IDVA trained Community Response Officers to agree an appropriate triage of community-based referrals into the IDVA service.

3.2.3 Supporting the internal/external IDVA trained Community Response Officers with the handover of low risk clients and the run off of clients who require ongoing support

3.2.4 Develop comprehensive knowledge and understanding of the routes and support options open to those requiring casework support to provide a tailored and wide-ranging service, relevant to the unique circumstances of the outlined areas.

3.2.5 Creating and updating a directory of local support agencies across the outlined areas, and ensuring these are available on our website, our online Knowledge Bank, information booklets and other materials.

3.2.6 Making adult safeguarding referrals where necessary (and/or support volunteers to do so) on behalf of callers who request or require such support.

3.2.7 Developing a database of local signposting agencies to ensure Hourglass can refer callers to other sources of support where we do not have the immediate expertise inhouse.

### **3.3 Other Community Response services**

3.3.1 To support the Head of Community Services with the development and operation of a new Community Hub in the outlined areas. The Hub will act as a one-stop-shop of information, advice and support services around the abuse of older people and safer ageing in the region.

- 3.3.2 Developing a network of Pop-up Advice and Support clinics to ensure safer ageing is highlighted across the outlined areas, and that Hourglass can bring its expertise to hard to reach areas and communities.
- 3.3.3 Working with local volunteering organisations to recruit volunteers for a range of Community Response and Helpline roles, with a particular focus on hard to reach and under-represented communities. This will include:
- recruiting, inducting and training new volunteers
  - supporting with Disclosure and Barring Service (DBS) and reference checks for all volunteers
  - coordinating tasks and supporting and supervising volunteers on a day-to-day basis.
- 3.3.4 Supporting with the development of Hourglass' new online Knowledge Bank to act as a repository of information and resources relating to the abuse of older people and safer ageing. This will include an instant messenger service and chatbot function to provide instant facts/resources.
- 3.3.5 Supporting the Head of Community Services with the development and operation of new Community Hub services as they develop, including one-to-one and group based support for older victims of domestic abuse people, and other new services as they develop.
- 3.3.6 Ensuring Hourglass has a range of appropriate information materials relevant to the outlined area to meet the needs of various audiences and stakeholders, including online content, information booklets and other formats.
- 3.3.7 Actively and regularly promoting the charity and our services across the outlined areas via various outlets, including information leaflets and posters, social media, websites, and delivering presentations.
- 3.3.8 Identifying and providing information, reports, case studies and 'good news' stories for newsletters, our website and media etc. Working in collaboration with Hourglass communications staff and the Head of Community Services to identify older people who may be willing to speak to the media.

### **3.4 Other**

- 3.4.1 Actively and regularly promoting the services of the Community Hub across the outlined areas via various outlets, including information leaflets and posters, social media, websites, and delivering presentations.
- 3.4.2 Regularly and proactively raising awareness of the abuse of older people, safer ageing and the work of Hourglass across the outlined areas, including:
- developing and maintaining relationships with a range of stakeholder groups and agencies

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- proactively seeking opportunities for new areas and sectors in which to raise awareness of the abuse of older people and the work of the charity
- delivering presentations and hosting information stalls to a range of audiences across the outlined areas
- attending meetings with various local and national groups and stakeholders across the outlined areas
- composing regular, relevant blogs and articles

3.4.2 Supporting the planning and delivery of conferences, seminars and other ad hoc events when required.

#### **4. GENERAL:**

4.1 The Community Response Officer (DA) will also be expected to:

- travel throughout the outlined areas (and occasionally across the country) as required
- work unsocial hours on occasions and be flexible with working pattern as and when required
- regularly liaise with other Hourglass staff and volunteers throughout the UK
- complete any other duties which may be required, commensurate with the level of this post.

#### **PERSON SPECIFICATION:**

##### **ESSENTIAL CRITERIA:**

1. Experience of supervising or supporting volunteers or staff, including recruitment, ongoing support and supervision.
2. An ability to listen constructively, analyse objectively, and provide advice and guidance in a person-centred way
3. Strong organisational skills, and an ability to manage own workload, prioritise tasks, meet deadlines, and respond to emerging issues
4. Excellent interpersonal skills and an ability to liaise and communicate effectively (both orally and in writing) and work collaboratively with colleagues and partner agencies
5. Self-motivated, requiring minimal supervision
6. Project and/or event management skills
7. Able to cope with challenging or emotional calls/situations; and ability to deal appropriately with sensitive issues

##### **DESIRABLE CRITERIA:**

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1. Experience in domestic abuse, social care and/or adult safeguarding, or community work
2. Understanding of issues affecting older people
3. Experience of helpline work, including its scope and limitations
4. Experience of delivering presentations and/or training
5. Access to own transport.