



Llinell Gymorth Live Fear  
Byw Heb Ofn Free Helpline

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**Cymorth i Ferched Cymru**  
**Welsh Women's Aid**

Rhoi Merched a Phlant yn Gyntaf  
Putting Women & Children First

February 2025

Dear Applicant,

**Re: Helpline Advocate**

Thank you for the interest you have shown in the above post and in joining Welsh Women's Aid. For more information about our work, please see below or visit our website: [www.welshwomensaid.org.uk](http://www.welshwomensaid.org.uk).

This document includes:

- Detailed Job description, key tasks, and person specification (pg. 2 -4)
- Working at Welsh Women's Aid (pg. 4)
- Recruitment process (pg. 5-6)
- Welsh Women's Aid Values, vision, and mission (pg. 6-7)

**Closing date: 5pm 10<sup>th</sup> March 2025**

**Interviews: TBC**

Yours faithfully,

Emily Watson  
**HR & Workforce Wellbeing Manager**  
**Welsh Women's Aid**

Esme Livingston  
**Business Support Manager**  
**Welsh Women's Aid**

Pendragon House, Caxton Place | Pentwyn, Cardiff | CF23 8XE

Tel: 02920 541551

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Welsh Women's Aid is a registered charity in England and Wales, No. 1140962  
and a company limited by guarantee registered in England and Wales, No. 07483469



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### Live fear Free Helpline Advocate

- £27,852.00 – £29,439.00 pro rata per annum
- Varied hours and patterns available (some nightshifts and weekend work expected)
- Permanent contract
- Office based role (near our Caernarfon office). Must be willing and able to commute.

**Closing date: 5pm, 10<sup>th</sup> March 2025**

**Interviews: TBC**

Interviews will be held in person at our office in Penygroes, near Caernarfon.

### Brief job description:

The successful candidate will be part of our Helpline team, reporting to our Helpline Team Leaders. As part of the job, you will:

Respond to enquiries to the Live Fear Free Helpline received by phone, email, webchat or text to:

- Provide a confidential information and signposting service to anyone experiencing domestic abuse, sexual violence and/or any other form of violence against women, and to those contacting the service on their behalf.
- Evaluate and respond to need, and minimise risk to those experiencing domestic abuse, sexual violence, or other forms of violence against women.
- Refer service users to appropriate support services making use of the established referral pathways.

Full training will be provided.

### Person Specification

This post is open to women only ***under the Equality Act 2010 pursuant to Schedule 9, Part 1***, this includes applicants with lived experience of being a woman. We value diversity and are committed to ensuring that our organisation is an inclusive place to work.

Do you have experience of:

- Working within a domestic abuse, sexual violence, or violence against women service or similar.
- Providing direct Helpline support services.
- Shift work, particularly night shift work.
- Safeguarding of adults and children.

Do you have knowledge of:

- An understanding of domestic abuse/sexual violence and the effects.

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- Good understanding of the services available across statutory and voluntary sectors which could support survivors.
- Relevant knowledge of any, or all, of the following areas: Benefits, Legal issues, Housing, Safeguarding children and adults with additional support needs, Immigration.

Are you:

- Able to communicate effectively in both Welsh and English, both orally and written with different individuals and organisations.
- An excellent listener – With an emphasis on tact, empathy, patience and kindness.
- Emotionally resilient with the ability to deal with emotive calls and contacts.
- Able to prioritise workloads and to multitask in a busy work environment.
- Organised, with the ability to record, report and respond to problems affecting the Helpline service.
- Able to build positive working relationships with colleagues across the organisation.
- Able to carry out own administration, demonstrating good IT skills and the ability to learn new software.
- Committed to your own learning and development, and able to take on new tasks with enthusiasm.

### Job Details: Key Tasks

#### Role specific tasks

- Respond to enquiries via various platforms – phone, email, text, and live webchat – regarding all aspects of violence against women, domestic abuse & sexual violence.
- Establish and assess the needs being presented and provide access to information & support sought by survivors and other contacts, determining the correct actions required.
- Take prompt and appropriate action to respond to any service user who you assess to be at particular and immediate risk of harm.
- Advocate on behalf of survivors, representing accurately and clearly their relevant views and wishes to appropriate agencies, with their consent and in line with agreed advocacy plans and WWA policies and ensuring their health & safety is prioritised.
- Discuss with relevant agencies and providers relevant aspects of the circumstances and needs of survivors, with their consent and in line with WWA policies.
- Treat the service user with dignity and respect, accepting what they are saying, avoiding being judgmental.
- Ensure efficient and effective internal communication, information flows, and foster cooperation between team members.

#### General responsibilities

- Consistent and accurate inter and cross team communication regarding key projects and tasks to reduce duplication and increase collaboration.
- Ensure Welsh Women's Aid works within relevant legal and regulatory frameworks with a particular focus on safeguarding, health and safety, data protection, equal opportunities, and quality assurance frameworks, undertaking risk assessments for activities as needed.

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- Ensure Welsh Women's Aid delivers best practice in promoting intersectionality and achieving equality and diversity across all services and functions.
- Take direction on projects and priorities from your line manager, which may vary.
- Responsible for undertaking any other duties appropriate to the post.

### **Working at Welsh Women's Aid**

In addition to a competitive salary, most of our roles can access the following:

#### **Health & wellbeing:**

- Up to £25 claimable allowance for eye tests.
- Access to our 24-hour counselling and advice helpline.
- in person/online counselling and CBT sessions.
- Clinical supervision sessions to support you in delivering your role.
- Regular team catch ups (virtual and in person) to get to know colleagues and for peer support.
- Opportunities to join internal working groups to have your say in the development of Welsh Women's Aid, such as our Intersectional Action Group where we discuss and take forward activities to further develop Welsh Women's Aid as an inclusive workplace.
- An opportunity to variety of org wide social groups like our book club, knit and natter or even our annual Pumpkin Competition.

**Pension:** 6% employer pension contribution following completion of a 6-month probation period.

**Time off:** 25 days of annual leave per year (pro rata), plus additional days in recognition of all recognised bank holidays.

Overtime is unpaid; time off in lieu is to be taken in collaboration with the line manager.

#### **Personal learning & development:**

Welsh Women's Aid supports staff in identifying and pursuing opportunities to attend or undertake training and personal development opportunities. This can include, but is not limited to, training courses, conferences, access to learning materials and secondments.

#### **Variation clause**

Welsh Women's Aid reserves the right, following full and reasonable consultations with the members of staff and their trade union or other representatives, to vary, add to or alter any of the terms and conditions of employment attached to this post.

This job description will be reviewed annually and may need to be revised according to the priorities of the current workload with the agreement of the Executive Board and the CEO.

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The performance of the post holder will be monitored through regular supervision by the line manager and reviewed at each annual appraisal. The post holder is expected to produce regular reports for monitoring and review by their line manager and Chief Executive as required.

## Recruitment Process

### Applying for a job with Welsh Women's Aid

Diversity, equity, and inclusion is at the heart of our recruitment process, as a result we use a person-centred approach. This means we do not use CVs in our application process. Instead, we believe in hiring the right person with the right skills, something not always reflected in a CV. Our application process aims to give you a chance to tell us about previous experiences and current skills that match our essential criteria for the role.

Before you fill in the application form look at the person specification (pg. 2) and decide how to relate your skills, knowledge, and experience to each point. We believe in the value of transferrable skills, so if you've got previous experience that demonstrates a skill, knowledge or understanding in the person specification tell us about it! It doesn't have to be previous paid work either, it could be a volunteer opportunity, a community commitment or even responsibilities or duties you have picked up in the home.

To be considered for an interview you will need to tell us how your skills, knowledge and experience match the essential criteria from the knowledge.

### Ways to apply for a role at Welsh Women's Aid

There are 3 different ways you can apply for one of our open roles:

- By completing an online application form using the links on our website [here](#). Before you start, you can [view a list of all of the questions that you will need to answer](#).
- OR click [here to download an MS Word version of the application](#) and submit it by email. It is also included in this job pack.
- OR request a paper copy by emailing [recruitment@welshwomensaid.org.uk](mailto:recruitment@welshwomensaid.org.uk).

### Shortlisting

After the closing date, the application forms are considered very carefully to see how each person's skills and experience relate to the skills and experience in the person specification. Applicants who best meet these requirements are shortlisted for interview. Applications are anonymized prior to shortlisting to reduce bias and only the relevant sections are seen by the shortlisting panel. Whilst we have an equal opportunities form included in our application process this is not seen by the panel and is merely used to inform our recruitment reports.

### Interviews

The interview panel is normally made up of two or three people who ask each candidate questions covering the relevant criteria, to allow you to expand on your application and show how you meet the essential requirements of the post. Depending on the role, you may be asked to complete a task/presentation either at

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or before the interview. You will have the opportunity to ask questions about the job and about working at Welsh Women's Aid at the end of the interview.

Panel members keep a record of their assessment of each applicant so that the reasons for their decision are clear and consistent.

### Feedback

If you are unsuccessful and feel that feedback on your interview would be helpful in applying for other jobs, please contact us at [recruitment@welshwomensaid.org.uk](mailto:recruitment@welshwomensaid.org.uk) and a member of our recruitment team will arrange this for you.

Due to the nature of the work we undertake, working for WWA is a rewarding but potentially challenging environment. Our HR and Recruitment team are available if you would like to have an informal chat about the role or if you have specific accessibility requirements you want to discuss with a member of our recruitment team, you can call us on 02920 541551 or send an email requesting a call-back to [recruitment@welshwomensaid.org.uk](mailto:recruitment@welshwomensaid.org.uk).

## Our vision and purpose

We want a world in which women and children live free from domestic abuse, sexual violence, and all forms of violence against women, and by doing so achieve independence, freedom, and liberation from oppression.

## Our values and approach

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Welsh Women's Aid is a feminist organisation, and our values are founded on commitments to human rights, anti-discrimination, and freedom from oppression. We endorse global evidence that violence against women, domestic abuse and sexual violence is gendered, a cause and consequence of the unequal position of women and girls in society, a violation of human rights, and is entirely preventable.

Our approach is founded on the following value-base:

***We are feminist and value diversity of lived experiences*** – we amplify diverse voices, recognising that identities and life experience impact on experiences of abuse and access to support, safety, and justice. We advocate ending violence against women and girls alongside the liberation of all women and girls from multiple oppressions like sexism, racism, classism, homophobia, ageism, ableism, transphobia, to attain social justice for all.

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***We promote integrity*** – we are accountable, and place survivors' voices and their lived experiences central to our work. We encourage respect, transparency and learning from experience, we challenge misuse of power and promote social responsibility in all we do.

***We collaborate*** – we work with survivors, specialist services, other organisations, individuals, and communities, to capacity-build services and to evidence and deliver what works in preventing violence against women, domestic abuse, and sexual violence.

***We empower*** – we advocate a rights-based approach so that all women and children can achieve their full potential, and we promote services led by and for women/minoritised groups as being vital to meeting needs and to achieving social, economic, and political liberation from patriarchy, racism, and other oppressions.

***We transform*** – we are committed to challenging inequalities and discrimination, to combining high-quality services with activism for social change, and building a movement that ends violence against women and girls and liberates women and girls from multiple and intersecting oppressions to benefit everyone.

Our values and approach underpin our work nationally and that of our members. We are committed to building Change That Lasts which supports survivors of all forms of violence against women, and their children, to build resilience, and leads to independence through a strengths-based, needs-led, trauma informed approach to all of our work. To read about our values, mission, and approach in more detail or the Change That lasts model head to our website.

[Vision, mission & values: Welsh Women's Aid \(welshwomensaid.org.uk\)](https://www.welshwomensaid.org.uk)

[Change That Lasts: Welsh Women's Aid \(welshwomensaid.org.uk\)](https://www.welshwomensaid.org.uk)

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