



KARMA NIRVANA

Supporting victims of honour-based abuse
and forced marriage



Helpline Call Handler (In-Office)

Recruitment Pack

About Karma Nirvana

Karma Nirvana is the longest-established specialist charity dedicated to supporting victims and survivors of **Honour Based Abuse**.

For close to three decades, we have led the campaign against Honour Based Abuse; supporting, educating and empowering all those impacted to live abuse-free. We run the national Honour Based Abuse Helpline, train frontline professionals and campaign for change, working with parliamentarians and policymakers. **Central to our work is the voice and lived experience of survivors of Honour Based Abuse.**

Our Vision

Ending Honour Based Abuse is what motivates us every day. Whilst our vision to end Honour Based Abuse is ambitious, it is not impossible. Our strategy focuses on bringing Honour Based Abuse into the mainstream. We want it to be everyone's business. Our vision is to see Honour Based Abuse universally, quantitatively, and politically represented and understood in the UK. We aim to close the data gaps and build a comprehensive picture of the data, providing a reliable evidence base for the problem and the solutions to address it.

Our strategic activities will improve the offer of specialist safe spaces for victims and survivors, as well as improve the response that victims and survivors of Honour Based Abuse receive on the frontline.

Society has been under an unspoken rule of not talking about Honour Based Abuse for too long. We're on a mission to make Honour Based Abuse everyone's business. **Join us in working together to shine the spotlight and End Honour Based Abuse.**



Join Our Team: Helpline Call Handler (In-Office)

Karma Nirvana is proud to be at the forefront of tackling Honour Based Abuse across the UK. We are offering an exciting opportunity to join our National Helpline team as a Helpline Call Handler, **based at our Leeds office.**

As the first point of contact for our service users, you will play a vital role in providing support and compassionate guidance to those at risk. Whether you're speaking with a victim/survivor, a concerned family member, or a professional seeking safeguarding advice, you will be their calm, empathetic, and informed voice on the line.

Why Join Karma Nirvana?

We place our service users at the heart of everything we do and that starts with ensuring our team feels supported, valued, and equipped to deliver exceptional care. In this role, you will be part of a dynamic and trauma-informed team that is passionate about protecting lives and empowering survivors.

What Makes This Role Unique?

You'll be joining a dedicated helpline service built around:

- Ongoing support for victims and survivors who need it most
- Wellbeing and resilience at the core of how we work, ensuring you are supported through reflective supervision, peer support, and training
- Trauma-informed practice, underpinning all our policies and caller interactions

Our callers range from victims and survivors to professionals, friends, and family members. We pride ourselves on delivering the highest possible standard of support, which is only achievable through strong team collaboration, active listening, and a commitment to our charitable mission.

A Transitioning Helpline Model

As part of our vision for continuous improvement, Karma Nirvana is transitioning to a hybrid helpline model. While this position will remain office-based, there may be future flexibility to work from home, based on operational needs.

*If you would like an informal conversation about the role, please get in touch with **jobs@karmanirvana.org.uk***

Job Description – Helpline Call Handler (In-Office)

Location: Leeds (close to city centre)
Hours: 38.45 per week
Contract: Permanent (subject to funding)
Salary: Starting at £24,500
Reports to: Senior Helpline Call Handler

Application Closing Date:

8 Sept 2025

Phone Screening Date:

15–16 Sept 2025

In-Person Interview:

18 Sept 2025

Role Purpose

As a Helpline Call Handler, you will be the **first point of contact** on the UK's only dedicated National Honour Based Abuse Helpline, supporting victims, survivors, and professionals. This is a frontline, life-saving role offering guidance, safety planning, and emotional support to individuals facing honour-based abuse and forced marriage.

Working within a trauma-informed, victim-centered framework, you will be part of a highly supportive team dedicated to safeguarding lives and empowering people to make informed choices about their futures.

Key Responsibilities

1. Helpline & Online Support Delivery

- Respond to helpline service users of all genders with empathy and professionalism
- Identify service users' needs and assess the appropriate support plan
- Provide practical and emotional support, including:
 - *Crisis intervention and safety planning*
 - *Advocacy with professionals including writing letters or making contact with professionals*
 - *Information sharing and signposting*
 - *Help in finding safe accommodation*
- Empower callers by providing clear, sensitive, and non-judgmental advice
- Maintain a high standard of written case recording in line with internal procedures
- Promote understanding of Honour Based Abuse and its impact

2. Teamwork & Wellbeing

- Actively participate in daily check-ins, briefings, and debriefings
- Offer peer support to colleagues and help foster a positive team culture
- Attend external supervision and internal wellbeing sessions
- Flag concerns that could impact your own or a colleague's wellbeing
- Embrace a flexible approach to shift work and shared responsibilities

3. Practice Standards

- Work in line with all Karma Nirvana policies, including safeguarding and confidentiality
- Engage in processes for supervision
- Uphold high ethical and professional standards in all interactions

4. Representation & Learning

- Represent the Helpline in line with Karma Nirvana's values
- Identify personal training and development needs and participate in team learning
- Help to organise and contribute to monthly internal training
- Take part in service improvement through reflective practice and feedback

What We're Looking For

- Strong active listening and communication skills
- The ability to remain calm, composed, and empathetic under pressure
- Commitment to trauma-informed, victim-centred working
- Reliable, resilient, and compassionate team player
- Comfortable using IT systems to record accurate and timely case notes

Experience in the VAWG sector is not required for this role – full training will be provided.

Development & Progression

At Karma Nirvana, we invest in your professional growth. As a Call Handler, you'll gain:

- Expert training in Honour Based Abuse, Forced Marriage, and Safeguarding
- Reflective supervision and wellbeing support
- Opportunities to progress into senior or hybrid roles



Person Specification

You do not need experience in the VAWG sector to apply. We're looking for people who bring compassion, resilience, and a commitment to learning.

Knowledge & Experience

Criteria	Essential	Desirable
Experience working with individuals affected by domestic abuse or honour based abuse		X
Understanding of Honour Based Abuse (HBA), Domestic Abuse (DA), and the Violence Against Women and Girls (VAWG) sector	X	
Knowledge of statutory and voluntary sector services that support people impacted by HBA and DA	X	
Experience handling sensitive information and working with confidentiality	X	
Judgement and decision-making skills in complex situations	X	
Experience handling conflict professionally and sensitively	X	
Ability to absorb and process new information quickly	X	
Experience in a helpline, call centre, or customer response environment		X
Experience supporting individuals from Black and minoritised communities, with an understanding of intersectional inequalities		X
Experience with safeguarding procedures involving children and/or vulnerable adults		X
Experience of risk assessment and safety planning for those at risk		X

Personal Qualities

Criteria	Essential	Desirable
Self-motivated, enthusiastic, and proactive	X	
Comfortable taking initiative while knowing when to seek support	X	
Reliable and able to work to agreed timescales	X	
Open to learning, feedback, and new challenges	X	
Strong commitment to ending all forms of violence against women and girls, while recognising that abuse can affect people of all genders and communities.	X	
Punctual and dependable	X	
Passionate about making a difference	X	
Able to demonstrate resilience and emotional stability under pressure	X	



We actively welcome applications from individuals who may not have worked in a specialist role before **but who have the empathy, communication skills, and values to support survivors.** If you're unsure whether your experience matches the criteria, we still encourage you to apply – we'll support your development.

Karma Nirvana Employee Benefits

We believe our people are our strength. In return for your passion and dedication, Karma Nirvana offers a supportive working environment with a range of benefits:

Annual Leave 🌴

- 24 days annual leave (plus public holidays)

Pension Scheme 💰

- Access to a qualifying pension scheme via NEST and 3% employer contribution

24/7 Employee Assistance Programme 💬

- Confidential, round-the-clock support for personal or work-related challenges
- Includes wellbeing advice, financial and legal guidance, and mental health support

Trauma-Informed Supervision 🧠

- Regular **external supervision** sessions provided to all helpline staff
- Reflective, non-clinical space to support wellbeing and emotional resilience

Internal Supervision & Development 🤝

- Monthly 1:1s and appraisals as part of our structured support offer
- A clear development pathway aligned to your career goals

Training & Team Building 🎓

- Access to bespoke internal and external training
- Team-building events and away days



How to Apply

We're excited that you're considering a role with Karma Nirvana. Here's what to expect from the application process:

Stage 1: Complete the Application Form

- Visit: <https://karmanirvana.org.uk/about/vacancies/>
- Complete all sections of the form, using N/A where not applicable
- Your application will be reviewed against the Job Description and Person Specification, so please align your responses with the listed criteria
- Show us how your values match ours:
 - *Together*
 - *Human*
 - *Compassionate*
 - *Experienced*
 - *Outcome-Focused*
 - *Agents of Change*

Stage 2: Phone Screening Interview

- Shortlisted applicants will be invited to a 10–15 minute phone interview
- This is an opportunity for us to learn more about you – and for you to ask questions or clarify aspects of the role

Stage 3: In-Person Interview

- If selected, you will attend a 75-minute interview in Leeds
- This will include a 20-minute activity assessing your communication and decision-making skills in context
- We aim to provide interview outcomes within 24 working hours

Final Tips for Applicants

- Check your contact information is correct (especially phone and email)
- Don't hesitate to highlight transferable skills or lived experience – we welcome diverse perspectives
- We require at least one employment referee

