



**KARMA NIRVANA**

Supporting victims of honour-based abuse  
and forced marriage



# Helpline Senior Call Handler

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 practitioners and professionals, and campaign for change, working with parliamentarians and policy-makers. Central to our work is the voice and lived experience of survivors of Honour Based Abuse.

## Our Vision

---

***Ending Honour Based Abuse in the UK 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 new strategy focuses on bringing the issue of Honour Based Abuse into the mainstream. We want it to be everyone's business.

For the next three years, our vision is to see Honour Based Abuse universally, quantitatively, and politically represented and understood in the UK.

We will close the data gaps and build the data picture, providing a reliable evidence base of the problem and the solutions to tackle it. Our strategic activities will increase the offer of specialist safe spaces and improve the responses 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. So 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.

## Our Values

---

Our values underpin our vision. Our values shape what we stand for and believe in.

**Together** – We work together as one team, showing care, empathy, and respect along the way, united by our shared vision. Together we are stronger.

**Human** – We take a survivor-centred approach when responding to Honour Based Abuse, placing those we serve at the heart of everything we do

**Experienced** – We have nearly three decades of experience in supporting victims and survivors of Honour Based Abuse. We are survivor-led and listen to those with lived experience to successfully campaign, train and advocate.

**Compassionate** – We provide support, care and understanding to all those accessing our services. We listen and are non-judgemental. We do our best for all of those who use our service

**Bringing about change** – We find approaches and solutions to 'close the gaps for victims and survivors of Honour Based Abuse, rather than just responding to their symptoms.

**Outcome focused** – We focus on the end goal in every situation. Whether speaking to service users, opinion leaders or within our team – we focus on the best outcomes to support the best possible solutions.

## Strategic Priorities

---

In July 2021 we launched our 3-year strategy, setting out our vision and core priorities bringing us closer to ending honour based abuse. Here are our 4 core strategic priorities as set out in our strategy:



***Improve cross-governmental accountability in responding to Honour Based Abuse as a form of domestic abuse, within a broader VAWG framework to influence policy, law and practice responses.***

We are committed to shining the spotlight on Honour Based Abuse to improve cross-government accountability. We want every level of government to recognise Honour Based Abuse as a form of domestic abuse within a wider framework of VAWG. We are committed to ensuring that the Honour Based Abuse survivor voice is adequately represented and reflected in policy, law and practice.



***Train front line responders to improve identification, understanding and responses to Honour Based Abuse.***

We know that the right response to Honour Based Abuse can save lives. Our goal is to reset how frontline practitioners perceive, understand and respond to Honour Based Abuse. Our training builds upon frontline professional confidence, ensuring that victims and survivor receive the best response on the ground.



***Develop a national dataset to better understand the scope, scale and prevalence of, and appropriate responses to, Honour Based Abuse in the UK.***

Karma Nirvana have committed to developing a reliable national baseline dataset. We believe that a stronger evidence base on Honour Based Abuse will improve representation and understanding of the issues. It will enable a more robust framing of Honour Based Abuse as a form of domestic abuse rather than a “traditional harmful practice”, religious or cultural issue, which often segregates and deprioritise Honour Based Abuse from the ‘mainstream’.



***Increase the number of specialist safe spaces that exist for victims and survivors of Honour Based Abuse to speak out.***

Karma Nirvana is committed to increasing specialist services for survivors of Honour Based Abuse in both short-term and long-term recovery. In year 1 of this strategy, we will map the offer of specialist service provision vs. year 3 to evidence growth attributable to our work. Central to this priority is ensuring the sustainability of specialist safe spaces for victims and survivors of Honour Based Abuse.

# National Honour Based Abuse Helpline

---

## About the Helpline

Established in 2008, the national Honour Based Abuse provides specialist support to anyone impacted by Honour Based Abuse. The Helpline is part-funded and commissioned by the government's Home Office.

## Purpose

The Helpline offers a confidential service to victims and survivors of Honour Based Abuse and Forced Marriage and professionals working with these individuals. We provide high-quality, specialist support, advice and information on Honour Based Abuse and Forced Marriage to all who need it.

## Helpline Mission

The Helpline's mission is to support and empower victims and survivors of Honour Based Abuse and Forced Marriage, as well as the professionals who work with these individuals.

**We support** by creating a confidential, non-judgemental environment where service users can speak openly. We offer high-quality emotional and practical support and advice to victims, survivors and professionals, whether on a one-off or ongoing basis.

**We empower** by providing high-quality, non-directive advice and support. We do not tell service users what to do but instead support them in making their own informed choices.

**We educate** by drawing upon our extensive knowledge to improve our understanding of Honour Based Abuse. We challenge harmful stereotypes and dismantle myths with professionalism and respect.

Learn more about the Honour Based Abuse helpline [here](#).





We supported **2,584** victims of Honour Based Abuse during 20/21



The helpline received **14,251** contacts, a 66% increase on the year before



**1 in 9** callers disclosed insecure immigration status



We supported **374** callers to find safe accommodation



**67%** of the victim callers we supported were being subjected to coercive control and emotional abuse



**885** professionals contacted the helpline for guidance whilst supporting victims of HBA

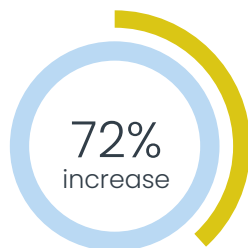


We offered/made **3,308** referrals, 38% were to the police and 30% were to refuge services

Over the last 4 years disclosures of



Coercive Control



Physical Abuse



Sexual Abuse



Financial Abuse

## **EMPLOYMENT OPPORTUNITY: Senior Helpline Call Handler**

---

We have an exciting opportunity to join the Karma Nirvana team as a Senior Helpline Call Handler. You will provide strong leadership and guidance to fellow helpline staff working on the National Honour Based Abuse Helpline.

**We put our service users at the heart of everything we do.** Whether this person is a victim/survivor or professional seeking advice and guidance, we will always ensure they are front and centre of our response. We do this by:

- Offering a tailored response to each individual who contacts the Helpline
- Providing ongoing support for those who require it
- Prioritising Call Handlers' wellbeing to make sure they are in the best possible position to support service users of the Helpline
- Developing trauma-informed policies and processes

The primary service users are victims, survivors and professionals; however, the Helpline may also receive contact from other parties, such as victims' friends, families, and the general public. Our ambition is to provide them all the highest possible quality of service.

Our high standard of service depends on strong teamwork dynamics, offering a challenging and rewarding role if you want to make a difference and are committed to our charitable priorities.

### **Application Closing Date:**

**14th April 2024**

### **Phone Screening Date:**

**W/C 15th April 2024 (approx)**

### **In-Person Interview:**

**17th-19th April 2024 (approx)**

If you would like an informal conversation about the role, please get in touch with [jobs@karmanirvana.org.uk](mailto:jobs@karmanirvana.org.uk) to arrange a call.

## JOB DESCRIPTION

---

**Job Title** Senior Helpline Call Handler

**Location** Leeds (close to the city centre)

**Hours** 38.45

**Responsible to** Service Delivery Manager

**Salary scale** £28,000, grade 4

**Contract** Permanent subject to funding

### Main Purpose

#### Core Responsibilities

##### *Service Delivery*

- Respond to contacts that come through to the national Honour Based Abuse Helpline and online service, providing support to male and female service users.
- Through effective communication, identify a service user's needs and assess the most appropriate support plan to help meet their needs. This will be in line of considering their needs, rights and current situation.
- Ability to provide a range of support services, including sharing helpful information and guidance, practical support, crisis interventions, safety planning, providing advocacy with professionals, referrals to appropriate agencies/organisations, emotional support, assistance in finding safe accommodation
- Strong ability to collect, assess and summarise essential information in a written format. This information will need to be accurately recorded according to Karma Nirvana procedures and Karma Nirvana Helpline Support Services Guidance.
- Provide support demonstrating respect and understanding for a service user's circumstances to increase their safety, understanding of Honour Based Abuse and its effects and making informed choices about their future.
- To empower service users to have a voice by providing information, guidance, support and advocacy
- To act as an advocate on behalf of a service user where appropriate, including writing letters or making contact with professional agencies to advocate a service user's concerns, potential risks and, where necessary, 'professional challenge.'
- To deliver support on the Helpline and online service through empowerment and trust building
- Must fully endorse and practice a victim-centred and trauma-informed approach, utilising skills that build trust will all callers and online contacts
- Expected to demonstrate a commitment to work with flexibility when required.



### ***Managing wellbeing, support and supervision for helpline staff***

- Senior Call Handlers will ensure that all Call Handlers receive appropriate and timely support and supervision as set out within Karma Nirvana Helpline Policies and Procedures
- Will be a point of contact for 'check-ins' and daily briefing and debriefing
- Will undertake essential human resource functions for helpline staff, including responding to annual leave requests, completing return to work forms and managing potential capability plans.
- Responsible for promoting the importance of staff health and wellbeing for Call handlers
- Bringing to attention issues which may impact the health and wellbeing of helpline staff
- Expected to work as part of a team, providing support and consideration to each other
- Will participate in external group supervision

### ***Working within Karma Nirvana Policy, Procedure and Standards***

- Always maintain a professional approach, adhering to Karma Nirvana Helpline policies and procedures.

### ***Representing Karma Nirvana and promoting the work of the Helpline and Online Service***

- Senior Call handlers will model strong helpline leadership qualities to represent the expected standards and expectations when working on the Helpline, projecting standards expected both internally and externally

### ***Contribute to personal and team development***

- Senior Call handlers will actively help Call Handlers to identify their training and development needs and facilitate access to development opportunities
- Senior Call Handlers will support helpline recruitment needs and will support an active recruitment process from helpline need identification through to job appointment
- Senior Call Handlers will promote an environment in which ongoing learning and individual development is recognised as integral to the continued development of the Helpline
- Senior Call handler will support internal processes to induct and train new call handlers

### ***Contribute to the development of best practices and service development***

- Senior Call Handlers will help to organise the content of monthly helpline training sessions
- Will support internal processes to monitor and audit Helpline Quality and Standards
- Will support the development of useful resources for the helpline team to support call handling
- Will take responsibility for identifying opportunities for improvement and development of the Helpline. Such as improvements to systems, policies, practices or procedures.

## Person Specification

The post holder must understand and comply with all relevant legislation and adhere to organisational and operational policies, procedures, and administrative procedures as well as contractual requirements.

Knowledge and Experience	Essential	Desirable
Previous Experience of working in the Violence Against Women and Girls (VAWG) and/or Domestic Abuse (DA) sector	<b>X</b>	
Professional experience of working with victims and/or survivor impacted by DA	<b>X</b>	
Good understanding of HBA, VAWG and DA	<b>X</b>	
A good understanding of the statutory and voluntary structures and agencies that exist to support people impacted by HBA, VAWG and DA	<b>X</b>	
Experience of working in an environment bound by confidentiality	<b>X</b>	
Experience of providing supervision and support to staff	<b>X</b>	
Experience of managing a team	<b>X</b>	
Proven ability to exercise good judgement and independent decision making when faced with complex problems	<b>X</b>	
Ability to handle conflict with professionalism	<b>X</b>	
Speed and efficiency in performing task with the ability to process new information quickly	<b>X</b>	
Ability to follow directions, manage time, work well under pressure and maintain composure during stressful situations	<b>X</b>	
Professional experience of working with victims and/or survivors of Honour Based Abuse (HBA)		<b>X</b>
A good understanding of the intersectional inequalities and barriers faced by victims and survivors of HBA and DA from black and minoritised communities		<b>X</b>
Experience of risk assessment, safety planning and developing support plans for victims and survivors of HBA and DA		<b>X</b>
Experience and understanding of safeguarding procedures in relation to children and vulnerable adults		<b>X</b>
Experience of debriefing with team member		<b>X</b>
Has worked on a domestic abuse helpline or in a customer response environment (local or national)		<b>X</b>

Skills and Abilities	Essential	Desirable
Ability to manage and prioritise own workload	X	
Ability to communicate with and provide information to a range of service users in both verbal and in written form	X	
Effective problem-solving and decision-making skills	X	
Working knowledge of using IT: including for the collation of monitoring and evaluation and for case recording	X	
Ability to work in a manner mindful of, and with regard to, confidentiality, security and safeguarding when dealing with service users experiencing HBA and DA	X	
Ability to manage sensitive and emotionally challenging calls	X	
Ability to respond to complex situation that require	X	
Demonstrate a non-judgemental and empathic approach	X	
Ability to provide support in additional languages	X	
Critical thinking, assessment of complex situations	X	
Accurate record keeping	X	
Excellent communication and people skills	X	
Strong verbal and written communication skills with the ability to transition easily between diverse communication styles.	X	

Personal Qualities and Attributes	Essential	Desirable
Enthusiasm, self-motivation and a self-managing 'can do' attitude	X	
Proactive and uses initiative but also self-aware about when to ask for help and guidance	X	
Able to work towards set timescales	X	
Determination and willingness to take on new challenges and responsibilities	X	
A commitment to ending all forms of violence against women and girls	X	
Demonstrate punctuality and excellent time keeping	X	
Resilient and driven by making a difference	X	
Ability to demonstrate resilience and work under pressure	X	

## Karma Nirvana Employment Benefits

---

Karma Nirvana offer a variety of benefits as part of their employment. We recognise the value that everyone brings to the organisation to achieve our vision and are dedicated to developing and rewarding our staff.

### **Annual Leave**

Annual leave allowance is 28 days per annum plus public holidays.

### **Pension Scheme**

Karma Nirvana operates a qualifying pension scheme with NEST which includes a 3% Employer contribution.

### **Employee Assistance Scheme**

All Karma Nirvana staff has access to confidential support and advice service via an employee assistance scheme available 24 hours a day, providing support on various work and personal issues.

### **External Supervision**

All helpline staff are provided with regular independent and external supervision that is centred on principles of being trauma-informed.

### **Supervision and support**

Karma Nirvana has a commitment to providing regular supervision and support to staff with annual appraisals forming a key part of staff development. We have a training and development policy in place and encourage staff to take an active role in their career development plan.

### **Training and Development opportunities**

Karma Nirvana provide a range of training and development opportunities to all staff. We ensure that staff also have the opportunities to bond as a team during our team building away days.

## How to apply

---

### Completing your application form

To apply for this a job, you must complete an application form. This ensures the information allows us to assess your suitability. In addition, your completed application form is what we will use to determine who to invite for an online interview.

The application process will require you to complete various sections of the application form. You must complete all sections. Please indicate N/A (not applicable) should some areas of the form not apply to your application submittal.

Almost all communication during the recruitment process is via email and telephone; therefore, you must indicate the correct information. The job description indicates the main duties and responsibilities. The person specification outlines the skills, knowledge, experience, and qualifications (where required) for the job.

In addition, we are looking for people who understand and are committed to working towards and maintaining our values: Together, Human, Compassionate, Experienced, Bringing About Change And Outcome Focused. This should also be demonstrated in your application form.

### Phone Screening interview

You will be invited to an phone interview if you have been shortlisted from the application round. This will be approximately 10-15 minutes long. During this interview, we will ask structured screening questions and focus on information shared within your application. This is an opportunity to seek clarification on information shared within your application and to refine our final shortlist for in-person interviews.

### In-person Interview

If you have been shortlisted for an in-person interview, you will be invited to a 75-minute interview, including an assessment of your written skill (allocated 20 minutes). This will be in Leeds.

#### Notes:

We aim to make all decisions on final appointments within 24 working hours.

To make an application, please complete our online application form via:

<https://karmanirvana.org.uk/about/the-team/vacancies>

We thank you in advance for expressing an interest in working for Karma Nirvana. We look forward to receiving your application. Good luck!

