# **Starfish Domestic Abuse service**

# **Job Description**

**Job Title:** Domestic Abuse Service Administrator

**Location:** Based at Bede House, 351 Southwark Park Road SE16 2JW, with work at various sites in Southwark. Due to the nature of the work, this is not a remote/working from home role.

**Hours**:Up to 35 hours/week (excluding lunch break). Schedule may vary according to the organisation’s needs. The role covers the normal core office hours of 9:00 am to 4:30pm, Monday to Friday. TOIL may be granted for extra hours worked, in advance and by agreement with the service manager.

**Pay grade:** Starting point 7, rising to point 11 (£15.85/hr - £16.78/hr at April 2024) with experience (£28,847 - £30,540 FTE)

**This post is subject to an enhanced DBS check.**

**This post is open to women only as this is considered to be a Genuine Occupational Requirement under Schedule 9, Part 1, of the Equality Act (2010).**

**Reporting structure**

**Reporting to:** Deputy Service Manager, Bede Starfish Domestic Abuse Service

**Job Overview**:

Domestic Abuse Support Workers are the first line of support in the Bede Starfish service, which aims to bring an end to domestic abuse in Southwark and the surrounding boroughs. Established for over 20 years, Starfish offers a service underpinned by a client-centred, holistic approach, acknowledging every client’s individuality and ensuring services are completely tailored to their needs. The team provides a mix of advocacy, specialist counselling and art therapy to both adults and children who have experienced domestic abuse.

**The Service Administrator will:**

* Provide duty cover and first point of contact for referrals from current and potential clients, drop-in visitors, professionals, and general callers to the Starfish service. Maintain oversight of general referral inboxes.
* Collect referral information and liaise with managers to ensure that the referral is suitable for the service, ensure any immediate risks are identified and addressed, and book clients for risk assessment meeting. Where not suitable, identify other suitable services and refer.
* Maintaining counselling and therapy waitlists; calling clients to check availability and suitability.
* Provide accurate and clear case notes on Bede systems.
* Support managers in collating data for accurate, timely and effective outcomes reporting.
* Liaise with team members to ensure information is conveyed accurately and escalated appropriately.
* Call clients to arrange availability and enter details into CRM and office systems.
* Liaise with counsellors with regard to appointments and cancellations
* Provide all-round admin support for the Starfish team, ensuring the office and systems are kept clean and tidy.
* Enter and maintaining information on Bede’s CRM and office-based systems.
* Manage appointment reminders for clients to ensure attendance and follow up any no-shows.
* Manage the service in-house calendar and ensure team members’ time is used efficiently and accurately
* Work with other professionals, participating in meetings as required.
* Follow service protocols with regard to client engagement
* Communicate effectively and according to the needs of each individual.
* Observe confidentiality of information regarding people using our services.
* Ensure equipment is used safely and properly and stored properly after use.
* At all times work in a safe manner, with due regard for the Health and Safety needs of individual clients and according to Bede’s policies or the prevailing policies at any off-site venue.
* Adhere to safeguarding legislation, SafeLives quality standards and Bede’s combined safeguarding policy and procedures and escalate any concerns promptly to a manager.
* Play a full role in ensuring effective communication across the service, using systems, reporting forms and individual’s files where appropriate.
* Write reports and record information as necessary, in appropriate formats if required.
* Use Bede administrative procedures such as timesheets and petty cash claims.
* Attend team meetings, supervision and appraisal sessions and undergo training according to identified needs.
* Contribute to the overall effectiveness and development of the Bede Starfish Service and Bede House Association, making best use of space and resources.
* Undertake any other duties reasonably requested from time to time.

**Person Spec**:

*Essential*

* Excellent analytical skills to absorb, prioritise, summarise and pass on key information gathered from a wide variety of sources
* Ability to communicate, both in person and in writing, to quickly establish excellent working relationships with a wide range of individuals, including clients, representatives of programme funders and partners, local authority and health agencies
* Highly-developed IT literacy suited to a paperless office running Microsoft 365 and a range of CRM systems.
* Highly organised and able to manage competing priorities in a fast-paced setting.

*Desirable*

* Good understanding of domestic violence issues and effects of trauma
* Good understanding of domestic abuse services and multi-agency partnership structures
* Training, qualifications or demonstrable equivalent experience relevant to domestic abuse

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