

Welsh Women's Aid is a national organisation in Wales supporting third sector specialist services working to end domestic abuse, sexual violence, and other forms of violence against women.

Live Fear Free Helpline Advocate

- **£27,852.00 – £29,439.00 pro rata per annum**
- **Varied hours and patterns available, including full and part time work.**
- **Hours of work to cover a 24-hour, 7 day a week, 365 days per year rota which will include some overnight shifts, weekends and Bank Holidays.**
- **Varied contracts available including permanent and fixed-term maternity leave cover.**
- **Office-based role in our office, located around 7 miles of Caernarfon. Must be willing and able to commute to that location.**

Closing date: Monday 25th August 2025

Interviews: Monday 1st & Tuesday 2nd September 2025

Interviews will be held in person at our office.

Brief job description: The Live Fear Free Helpline is an award-winning, 24-hour helpline for survivors of domestic abuse, sexual violence, and all other forms of violence against women in Wales. We provide a listening and signposting service to survivors, family, friends, and professionals. In addition to our phone service, we also provide help and support via email, text message, and web chat.

The successful candidate will be a member of the Helpline team, reporting to our Helpline Manager and 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:

Pendragon House, Caxton Place | Pentwyn, Cardiff | CF23 8XE
Tel: 02920 541551
info@welshwomensaid.org.uk | www.welshwomensaid.org.uk

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

- 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 established referral pathways.

Full training will be provided.

As part of this role, you will be expected to work shifts on a 24-hour rota. Weekends, nightshifts and bank holidays are a necessary part of the role.

See the job pack for more detailed information.

Person specification

This post is open to women only ***under the Equality Act 2010 pursuant to Schedule 9, Part 1.*** 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 adults and children.

Do you have:

- An understanding of domestic abuse/sexual violence and its effects.
- A good understanding of the statutory and voluntary organisations that support survivors.

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Are you:

- Able to communicate effectively in Welsh and English, both orally and written, with different individuals and organisations.
- An excellent listener – With an emphasis on tact, empathy, patience and kindness.
- Able to remain calm and make rational decisions under pressure or in crisis situations.
- Emotionally resilient with the ability to deal with emotive calls and contacts.
- Able to prioritise workloads and 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.

If this sounds like you, please apply using the following link:

<https://www.surveymonkey.com/r/KHFJ9ST>.

Additional information can be found in the job pack available on our website: [Work with us : Welsh Women's Aid \(welshwomensaid.org.uk\)](#).

If you have any questions about the role, you can email us via recruitment@welshwomensaid.org.uk, annwilliams@welshwomensaid.org.uk or you can call us on 02920 541 551.