

Job Description and Person Specification: Female Helpline Advisor*

Reporting to:	Operations Manager
Location:	Woking
Salary:	£23,406 pa
Special Conditions:	Out of hours on-call by rota/Ad Hoc OOH Helpline Shifts
Hours:	36 hours pw Monday to Friday

A full, clean driving licence and use of a reliable car for work purposes is essential. Post holders must live within maximum 45 minutes driving distance from our offices in Woking so that occasional emergency on call rota responsibilities can be fulfilled in the rare event of callout required to premises for urgent support.

Please note that this job description is not a definitive list of tasks but is designed to give an overview of the role. All employees are expected to undertake reasonable additional duties as required and to understand that job descriptions develop and change over time.

* Due to the nature of the role, this post is open to female applicants only and is exempt under Schedule 9 Part 1 of the Equality Act 2010.

Purpose

To ensure the delivery and development of a high-quality helpline and online chat service.

Service Provision

- Along with the other Helpline Advisor, be responsible for the general day to day running of the Helpline and online Chat Service, ensuring that the service provided is to the highest possible standard.
- To cover a daily helpline/chat shift (4 hours) providing emotional and practical support to callers; taking refuge referrals; finding alternative refuge space; signposting; providing guidance to other agencies (eg Social Services, Children's Services; Police etc.).
- To ensure smooth and efficient handovers of each helpline shift.
- Ensure all calls are logged appropriately on our case management system.
- Ensure appropriate cover for all weekday daytime shifts, and manage the services diary rota.
- To ensure relevant policies/procedures/paperwork are reviewed and updated regularly in line with best practice.
- To provide ad hoc cover for Out of Hours Helpline shifts along with other front line members of staff.

Volunteer Supervision and Training

- Run training evenings for new volunteers on a rota basis.
- Undertake training/shadowing/induction processes for new helpline volunteers.
- Support and manage a team of helpline volunteers.
- Work with colleagues to develop effective training materials, ensuring that these are kept updated in line with best practice and changes in legislation.

Service Development

- Work with colleagues to identify areas of service improvement and development and implement new systems as required (eg. text/email contact with service users)

Person Specification – skills and experience

- Experience of answering calls on a helpline within a charity environment (on an employed or voluntary basis).
- Experience of working in a charity, or similar organisation, supporting vulnerable people (on an employed or voluntary basis).
- Ability to work under pressure and take calls of a distressing nature
- Experience of running training sessions and developing training material
- Experience of training new employees/volunteers.
- Experience of working with/supervising volunteers would be an advantage.
- Excellent communication skills – both oral and written.
- Strong IT skills – including but not limited to word/excel/outlook/powerpoint and knowledge/understanding of social media and web-based systems.
- Ability to build effective working relationships.
- Excellent organisational skills and ability to prioritise.
- Non-judgemental and empathetic.
- Knowledge of domestic abuse and delivery of services to support survivors would be an advantage.

Demonstrate Your Sanctuary Team Values

- Committed to our Core Aims
- Supportive
- Respectful
- Professional
- Someone who takes responsibility
- Someone who has a 'Can Do' Attitude

All Managers must demonstrate the YS leadership SAFE competencies: **Supportive, Approachable, Fair and Experienced.**

All members of staff must demonstrate the YS team values: **a 'can do' attitude, take responsibility, commitment to our core aims, supportive, respectful and professional.**

It is important that the post holder has the required personal attributes and holds values and ethics in line with those held by YS. As a result, applicants may still be considered for the post if they have alternative experience, qualifications, skills and knowledge which do not directly match with the above requirements.

All post holders will be required to have a DBS check at the appropriate level (generally Enhanced with Barred lists where legally required). Applicants will also need to satisfy the interview panel that they have an objective distance from any personal experience of abuse.