

JOB DESCRIPTION



JOB TITLE: Helpline Co-ordinator

LOCATION **Home-based**
Occasional travel required across Scotland

REPORTING TO: Helpline Manager

HOURS: **14 hours per week**

This is a 14-hour per week role, with shifts allocated across our Helpline opening hours of 9am–5pm, Monday to Friday, with extended opening until 8pm on Mondays and Thursdays.

All staff are expected to attend our fortnightly staff team meetings Wednesday mornings from 11am-12pm –this will be accommodated into your shift pattern.

The role operates using a banked-hours system to help us maintain appropriate Helpline cover during periods such as annual leave, sickness or other planned or unexpected staffing needs. This means that the number of hours worked may vary from week to week, while remaining within the agreed contractual hours over the relevant period. Where additional cover is anticipated, we will aim to provide as much notice as possible.

The full staff team also meet in person three times each year, you will be given advance notice of these dates and venue locations. All staff meetings whether online or in person will be included within your working hours and accommodated within your shift pattern.

SALARY: **£9,791.64 pro rata; £24,479.10 FTE per annum;** plus 6% employer's contribution to pension - based on employee contributing a minimum of 2% to meet statutory requirements

PURPOSE AND AIM OF THE ROLE:

The role of the Helpline Co-ordinator is to support Helpline Volunteers in their role of responding to calls to our national Helpline. You will provide support to the Helpline Manager to ensure the effective delivery of Cruse Scotland objectives across the Helpline and related functions, as outlined in the organisation's strategy and implementation plan.

ROLE PROFILE:

- **To support volunteers delivering Cruse Scotland Helpline Services:**
 - dealing with any day-to-day issues arising within the volunteer team
 - provide general guidance and support to our volunteer helpline team
 - ensuring volunteers are working within Cruse Scotland policy guidelines
- **To work directly with our bereaved clients by telephone and email**
- **To work directly with third party enquiries by telephone and email**
- **To maintain Cruse Scotland client and volunteer digital operating systems:**
 - ensure the timeous collection and input of volunteer and client data on Cruse Scotland national database
 - provide support to volunteers and clients in the use Call Handling telephone operating system across the organisation
 - support the allocation of clients with Area Teams

- **To take an active role in supporting in the recruitment, induction, and development of the volunteer Helpline Team:**
 - participate in volunteer recruitment in conjunction with Helpline Manager and Volunteer Training & Development Manager
 - shadow new Helpline volunteers as they are inducted into their role
 - support Helpline Manager with volunteer management – this may include 1:1 volunteer support and development
 - attend and participate in Helpline Continuing Professional Development sessions
 - support coordination of annual Helpline Away Day
- Develop volunteer skills within Helpline services, along with the Helpline Development Manager
- **To be aware of organisational objectives, and support their delivery:**
 - ensuring that Helpline targets are met
 - evaluation of Helpline is maintained
 - identify areas of improvement for Helpline and its related services
- **To support the development of Cruse Scotland Helpline Services:**
 - Monitor and identify potential changes to reflect client need on an ongoing basis
 - Identify routes to promote Cruse Scotland helpline services
 - Improve initial packs to present options to clients, in conjunction with Helpline Manager and Area teams
 - Maintain a comprehensive resource for signposting
 - Identify improvements to those engaging with email services
 - Utilise Grief Chat services to best effect
 - Empower Cruse Scotland to be the route into other bereavement services
- To attend and participate in our regular full Cruse Scotland staff team meetings (Wednesday mornings), rotate fortnightly Area Co-ordinator team meetings and attend Helpline Staff team meetings (as scheduled per rota)
- To support Helpline Development Manager and Area staff to establish and maintain effective relationships with local and partner agencies.
- To show respect to Cruse Scotland colleagues and to understand and adhere to the COSCA Statement of Ethics and Code of Practice.
- To carry out any other duty as reasonably required by the Helpline Manager, commensurate with the post. This may include duties for which the post holder has the necessary experience and/or training.

CONTACTS/LIAISON:

Internal: Helpline Manager; Head of Client Services; Client Services Team; Volunteer Training & Development Manager; Office Manager and Chief Executive

External: Other Volunteer/Charitable Organisations; Statutory Services; Partner Organisations; Funders

Person Specification and Profile

Skills and Qualities	Essential	Desirable
Highly proficient and experienced with IT and familiar with existing Cruse Scotland software and with a willingness to undergo further training	✓	
Excellent organisational skills	✓	
Competent report writing skills		✓
Excellent communication skills with the ability to adapt these to suit the particular situation	✓	
Excellent interpersonal skills showing warmth and understanding	✓	
Ability to problem solve	✓	
Ability to effectively manage time and prioritise workload	✓	
Ability to meet deadlines	✓	
Excellent listening skills	✓	
Good people management skills	✓	
Experience		
Experience of volunteer management		✓
Experience or knowledge of counselling skills		✓
Knowledge of the environment in which Cruse Scotland works		✓
Experience in dealing with upset/distressed/angry people	✓	
Experience in management/operation of IT systems		✓
Qualifications		
Volunteer Management qualification		✓
Educated to degree or diploma level or equivalent		✓
Personal Qualities		
Of a calm disposition	✓	
Approachable	✓	
Team player	✓	
Able to use own initiative	✓	
Self-motivated	✓	
Ambassadorial		✓
Efficient	✓	
Trustworthy	✓	
Confidential	✓	