

## **JOB DESCRIPTION**

**ISSUE DATE:** June 2019

**JOB TITLE:** Senior Helpline Worker

**PAY** £23,836 pro rata

**HOURS:** 20 hours per week  
Monday & Tuesday 3.00 pm to 7.45 pm  
Thurs 9.30 am to 2.30 pm and Friday 9.30 am to 3.00 pm

**RESPONSIBLE TO:** Helpline Co-ordinator

**ACCOUNTABLE TO:** Clinical Services Manager and CEO

**WORKING RELATIONSHIPS:** Management Group, Clinical Services Manager, Counselling Line Co-ordinator, Counselling Co-ordinator, Counsellors, Volunteer Counsellors, Volunteer Support Workers, ISVAs, SARC staff and Admin staff

**MAIN PURPOSE:** To facilitate and co-ordinate the effective delivery of the Helpline Service and to provide supervision/support to Volunteer Support Workers working on the Helpline

<b>Major Tasks:</b>	<b>Role:</b>
<b>1. Job Purpose</b>	<ul style="list-style-type: none"><li>• To assist in establishing and modeling good practice in the support of survivors of sexual violence on the Helpline;</li><li>• To ensure that the support provided to survivors over the Helpline is safe and ethical and consistently delivered to a high standard in accordance with Notts SVSS' policies and procedures, and in accordance with BACP's Ethical Framework for Good Practice;</li><li>• Overseeing the Helpline shifts as necessary and answering calls to the Helpline when required; to refer all complex cases and complex safeguarding matters to the Helpline Co-ordinator</li><li>• To support the Helpline Co-ordinator in the day to day course of their work and work in accordance with direction from the Helpline Co-ordinator</li><li>• To assist in processing all incoming referrals (including associated paperwork and data entry onto DPMS system) in a timely manner</li><li>• To assist in booking Initial Assessments (including accurate entry on Skedda room booking system) and submitting all outgoing communications to clients accurately and confidentially in this regard</li><li>• To adhere to all Helpline Policies &amp; Procedures</li><li>• To ensure that all incoming contacts/enquiries (whether from other professionals or members of the public) are dealt with in a timely, effective and professional manner</li><li>• To keep statistical information and accurate confidential records of all calls and contacts; including accurate recording of all Helpline activity on the DPMS system</li><li>• To work with and under supervision of the Helpline Co-ordinator in developing a service that is culturally sensitive, equitable, accessible and effective;</li></ul>

<b>2. Education and Outreach</b>	<ul style="list-style-type: none"> <li>• To assist in developing and maintain links with appropriate organisations both locally and nationally;</li> <li>• To distribute publicity and educational material as required;</li> </ul>
<b>3. General</b>	<ul style="list-style-type: none"> <li>• To assist in dealing with general enquiries to the Centre;</li> <li>• All staff are expected to maintain high standards of customer care in context of the Notts SVSS policies and guidelines to uphold Equal Opportunities Policy, Confidentiality and Health &amp; Safety standards</li> </ul>
<b>4. Personal Management</b>	<ul style="list-style-type: none"> <li>• To be aware of Notts SVSS' policies and procedures</li> <li>• To ensure the accurate reporting and recording of accidents and incidents as required by Notts SVSS;</li> <li>• To participate in Notts SVSS' appraisal and supervision process</li> <li>• To attend training as required to update knowledge and skills as part of ongoing professional development;</li> <li>• To work as part of a team and be flexible as and when required;</li> <li>• To undertake personal responsibility under the Health and Safety at Work Act 1974;</li> <li>• Maintain a healthy work/life balance, taking responsibility for scheduling time off and managing own workload and time pressures;</li> </ul>

**This Job Description is a broad outline only, allowing scope for initiative in improving care to complaints accessing Notts SVSS. This Job Description will be reviewed on a regular basis.**

### **Health & Safety**

It is the responsibility of all employees to work with managers to achieve a healthy and safe environment, and to take reasonable care of themselves and others. Specific individual responsibilities for Health & Safety will be outlined under key responsibilities for the post.

### **Equality & Diversity**

It is the responsibility of all employees to support Notts SVSS' vision of promoting a positive approach to diversity and equality of opportunity, to eliminate discrimination and disadvantage in service delivery and employment, and to manage, support or comply through the implementation of the Nottingham Rape Crisis Centre Equal Opportunities Policy.

### **Sex Discrimination Act (Sections 7(2)b and 7(2)e)**

As the post predominately involves the management of female young people who have been sexually assaulted it is a genuine occupational qualification under the Sex Discrimination Act, sections 7(2) b and 7(2) e that the post holder may only be female.

### **Data Protection Act 1998**

Under provision of the Act, it is the responsibility of each member of staff to ensure that all data, whether computerized or manual, is kept secure at all times. This

includes data relating to clients and other members of staff. Data must not be disclosed to any unauthorized person and must be regarded as strictly confidential at all times. Failure to adhere to this instruction will be regarded as serious misconduct and could lead to dismissal.

### **Confidentiality**

The jobholder will be in possession of personal details of staff and clients and other confidential information. This must not be discussed or divulged to any unauthorized person. Any such instance would result in dismissal.

### **Rehabilitation of Offenders Act 1974**

This post is subject to an exception order under the provisions of the Rehabilitation of Offenders Act 1974. This stipulates that all previous convictions, including those that are 'spent' must be declared. Previous convictions will not necessarily preclude an individual from employment within Notts SVSS but must be declared in writing at the appropriate stage during the recruitment process.

All of the above activities are governed by the operational policies and procedures and standards of Notts SVSS as well as legislation and professional standards and guidelines.

As a term of your employment with Notts SVSS, you may be required to undertake such other duties commensurate with your grade and/or hours of work at your initial place of work or at any of Notts SVSS' establishments, as may reasonably be required of you.

NOTE: This is a description of the job as it is presently constituted. It is the practice of the Notts SVSS to regularly examine employees' job descriptions and to update them to ensure that they relate to the job as then being performed, or to incorporate whatever changes are being proposed. This procedure is jointly conducted by the manager and the Management Committee. You will, therefore, be expected to participate fully in such discussions and, in connection with them, to re-write your job description to bring it up to date if this is considered necessary or desirable. It is the Notts SVSS' aim to reach agreement on reasonable changes, but if agreement is not possible the SARC reserves the right to insist on changes to your job description after consultation with you.

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