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**Job Description**

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| **Job title:** | **Helpline Team Leader** |
| **Location:** | Home based |
| **Duration:** | 1 year initially |
| **Salary:**  | £ 24,938.00 per annum (35 hour per week)  |
| **Hours of work:** | 35 hours (Monday to Friday, 9am – 5pm) |
| **Reports to:** | Director of Frontline Services |
| **Responsible for:** | Helpline Information Officers and Helpline volunteers |
| **Job Description last reviewed:** | March 2024 |

**1. CONTEXT AND PURPOSE OF JOB:**

* 1. Hourglass is the only charity in the UK dedicated to calling time on the harm, abuse and exploitation of older people. We support older people experiencing, or at risk of, harm, abuse or exploitation, and work towards a fairer society for all older people.
	2. We are seeking a Helpline Team Leader to be responsible for the day-to-day supervision of the helpline information officers and volunteers on duty, and the operational work of the helpline and online services on our well-established 24/7 Helpline.

**2. MAJOR DUTIES AND RESPONSIBILITIES:**

2.1 Responsible for the day-to-day supervision of the helpline information officers and volunteers on duty. Providing 121s for staff and volunteers and identify any required training and development needs.

2.2To ensure staff and helpline volunteers are supported in line with organisational policy, ensuring debriefing occurs at the end of shifts when requested, and organise lunch breaks and weekly shift patterns so that there is adequate coverage at all times.

2.4 To organise additional tasks for staff and volunteers where appropriate.

2.5 To assist with the production of initial and ongoing training modules, and with the delivery of such training.

2.6 To be responsible for ensuring that appropriate responses are provided to callers to the helpline, whether through telephone, letter, email or website. Regularly quality monitoring interactions and providing feedback to staff and management.

2.7 To notify the Director of Frontline Services or a member of management of any circumstances in which there may be immediate risk to a caller and to act as required.

2.8 To ensure the Helpline section is ready for operation at the commencement of shifts, and to provide support to staff and volunteers where required.

2.9 To assist with the development and maintenance of the information and support systems within the helpline.

2.10 To identify service users who may be willing to speak to the media, bringing these to the attention of the External Affairs Team or member of the management team.

2.11 To assist in the recruitment of Helpline Information Officers and volunteers.

2.12 To ensure that the quality of helpline activities matches the expectations of the charity’s policies and ethos, acting as appropriate to address any weaknesses.

**2.1 HELPLINE**

 When providing support on the helpline:

2.1.1 To provide information, advice and support options for older people experiencing (or at risk of abuse), and safer ageing. To provide accurate and appropriate information and support via telephone, email and other electronic methods, and assist callers to explore their options.

2.1.2 To provide practical and initial emotional support to service users, assessing the nature of each call/enquiry and responding in an empathetic and supportive manner. To ensure service users receive advice and support which is appropriate to their needs in a non-judgmental manner and which clearly identifies realistic and achievable options.

2.1.3 To explain safeguarding approaches to service users in a way that they can best understand, respecting their needs to receive as correct and as full information or advice as they are able to do, providing them with emotional support, and treating them with dignity and respect.

2.1.4 To make safeguarding referrals and liaise on behalf of service users who request or require such support, pursuing conclusions that are satisfactory to the service user.

2.1.5 To undertake follow up contact with service users on a pre-determined basis to provide further support and/or ascertain outcomes; seeking contact details when possible.

2.1.6 To identify own needs for support, including emotional support, and use support services as needed. To attend and participate in training events as required.

**2.2 INFORMATION**

2.2.1 To assist in maintaining information resources, including briefing packs to be issued to service users.

2.2.2 To assist colleagues with the issuing of promotional material on conferences, seminars, fundraising, the Helpline and other services, as required.

2.2.3 To undertake research through telephone and internet to identify statutory, voluntary or other agencies or individuals who could receive information to publicise the helpline and other charity services.

2.2.4 To distribute follow-up information materials so Helpline service users via post, email or other electronic methods.

**2.3 RECORD KEEPING AND INFORMATION SHARING**

2.3.1 To maintain Helpline records using our Customer Relationship Management (CRM) database and other internal records.

2.3.2 To share relevant information relating to calls/enquiries with Helpline colleagues in line with organisational practice relating to data protection and confidentiality.

**2.4 GENERAL**

2.4.1 To undertake administrative support as required.

2.4.2 To attend regular team meetings.

2.4.3 To travel as required.

2.4.4 The postholder must maintain confidentiality and observe requirements of the Data Protection Act.

2.4.5 The post holder must at all times carry out their responsibilities with due regard to Equality legislation and the charity’s Equality, Diversity and Inclusion Policy.

2.4.6 The post holder is required to be familiar with Health and Safety legislation and the Hourglass Health and Safety Policy and be aware of and observe any part of the policy related specifically to the duties and responsibilities of the post.

2.4.7 The duties and responsibilities highlighted in this job description may vary over time.

2.4.8 Postholders are expected to undertake other duties and responsibilities relevant to the nature, scope and grading of the post.

**PERSON SPECIFICATION:**

**ESSENTIAL CRITERIA:**

1. At least one year’s experience, either formal or informal, in either Helpline work or another environment providing advice and support to clients; with demonstrable skills in call handling, listening and questioning.

2. Experience of supervising staff and/or volunteers and leading a team. Good inter-personal skills.

3. An ability to listen constructively, analyse objectively, and provide advice and guidance in a non-judgmental manner.

4. An ability to work as part of a team, be flexible and adaptable according to changing needs, and work to deadlines;

4. An ability to liaise and communicate effectively (both orally and in writing) and work collaboratively with colleagues and outside agencies;

5. An ability to constructively challenge and advocate on behalf of callers, identifying issues key to the individual circumstances, and pursuing matters to a satisfactory conclusion.

6. Able to manage own workload, cope with challenging or emotional callers, and be non-judgmental and empathetic

7. An ability to demonstrate a positive attitude to older people and a demonstrable interest in challenging elder abuse. An ability to deal appropriately with sensitive issues;

8. Numeracy and literacy sufficient to provide reports and observations, and maintain administrative records as required;

**DESIRABLE CRITERIA:**

1. Understanding/experience of issues relating to older people, adult safeguarding, abuse, and/or health and social care.
2. Direct experience of working with older people.