



## **JOB DESCRIPTION**

**Job title:** Helpline Coordinator

**Service:** FamilyLine

**Grade :** 3 lower

**Responsible to:** Helpline and Performance Manager

### **Summary of job:**

With oversight from the Helpline and Performance Manager, the Helpline Coordinator will lead on overseeing the smooth running of the helpline. This will also include line management and supervision of the Helpline Operators and Sessional Workers. The helpline is currently open Monday to Friday 9am to 9pm.

### **Key tasks and responsibilities:**

1. Work in partnership with the Helpline staff to ensure all those accessing the service receive a professional and coordinated response, with up-to-date relevant information, guidance and support.
2. Work in partnership with the Helpline and Performance Manager and FamilyLine team to ensure a well-coordinated delivery plan and shared vision.
3. Respond appropriately to any safeguarding concerns; demonstrating an understanding of, and complying at all times with Family Action's procedures for promoting and safeguarding the welfare of children and vulnerable adults.
4. Actively encourage service user involvement and participation in planning, delivery and evaluation.
5. Work closely with colleagues and partners supplying and supporting the digital/telephone platform through which service delivery will be carried out, ensuring any issues are reported and action is taken immediately.
6. Ensure case management is of a high standard and relevant details of all contact is recorded appropriately.
7. Support the Helpline and Performance Manager in planning, monitoring and reviewing the development of the service in line with identified priorities, targets and outcomes. Contribute to monitoring reports as directed by the Helpline and Performance Manager. Implement revisions to service delivery as required.
8. Attend and actively participate in team meetings and other meetings as required by the Helpline and Performance Manager.



9. Actively take part in Family Action’s formal appraisal and supervision processes and be responsive to critical challenge, advice, feedback and direction as part of a process of continuous improvement. Take responsibility for your own professional development, identifying and attending training which will support growth in the role.
10. Contribute to the growth and development of the organisation appropriate to your role, by gaining a working knowledge of Family Action’s portfolio of services and being an ambassador for the work.
11. Be able to evidence Family Action’s values at all times, which underpin Family Action’s mission of ‘building stronger families’ by:
  - Being **people** focused
  - Reflecting a ‘**can do**’ approach
  - Striving for **excellence** in everything we do
  - Having **mutual respect** for everyone we work with, work for and support through our services
12. Implement Family Action’s Equality & Diversity Policy and Ethical Policy in every aspect of your work and positively promote the principles of these policies amongst colleagues, service users and other members of the community.
13. Comply with Family Action’s Health and Safety Policy, Data Protection Policy and to protect your own and others’ health, safety and welfare.
14. Work flexibly as may be required by the needs of the service and carry out any other reasonable duties as required. The helpline is currently open Monday to Friday 9am to 9pm.

## PERSON SPECIFICATION

Requirements		Essential	Desirable
<b>Education, Qualifications &amp; Background</b>			
1.	Minimum 4 GCSEs (or equivalent) at grade A-C, including Maths and English	✓	
<b>Experience</b>			
2.	Proven experience in people management and supervision, preferably in a helpline or support services setting	✓	
3.	Experience of working in services which deliver positive outcomes for children and families and demonstrable personal experience of successfully delivering support either face to face or by telephone		✓
4.	Experience of working in helpline or call centre environment and evidence of a commitment to continuing learning and professional development		✓

<b>Knowledge &amp; Skills</b>			
<b>5.</b>	Excellent interpersonal skills including the ability to engage a range of audiences and professionals on the telephone or via email etc	✓	
<b>6.</b>	An understanding of the development needs of children and the challenges of parenting, and the impact of deprivation and marginalisation on communities, families and individuals.		✓
<b>7.</b>	An understanding and commitment to the importance of engaging in your own supervision and the benefits of reflective practice	✓	
<b>8.</b>	Excellent organisational skills, as well as excellent IT skills, including experience of case management information systems	✓	
<b>9.</b>	A good understanding of safeguarding issues and a commitment to Family Action's procedures for promoting and safeguarding the welfare of children and vulnerable adults	✓	
<b>10.</b>	Strong organisational and problem-solving abilities	✓	
<b>Values</b>			
<b>11.</b>	Ability to evidence Family Action's values at all times, which underpin Family Action's mission of 'building stronger families' by: a) Being people focused b) Reflecting a 'can do' approach c) Striving for excellence in everything we do d) Having mutual respect for everyone we work with, work for and support through our services	✓	
<b>12.</b>	A commitment to Family Action's Equality & Diversity Policy and Ethical Policy in every aspect of your work and positively promote the principles of these policies amongst colleagues, service users and other members of the community	✓	
<b>In addition</b>			
<b>13.</b>	Ability to work outside of regular business hours and to be flexible to meet the needs of the service. The helpline is currently open Monday to Friday 9am to 9pm.	✓	