



JOB DESCRIPTION

Job title: Helpline Operator

Service: FamilyLine

Grade : 2 Lower

Responsible to: Helpline Coordinator

Summary of job:

To provide excellent customer service and support to individuals who reach out through various communication channels, including calls, texts, web chats, and emails. The role is providing emotional support, information, guidance, signposting and referrals into the appropriate services.

Key tasks and responsibilities:

1. Deliver a professional and coordinated service to service users either digitally or by telephone, by responding in a professional and timely manner and providing relevant, up to date information, guidance and support.
2. Work in partnership with the FamilyLine team and other colleagues to ensure a well coordinated delivery plan and shared vision.
3. Provide a non-judgmental and confidential space for individuals to express their concerns, fears and emotions.
4. 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.
5. Offer information, resources, signposting and referrals to relevant services that can address the specific needs of the families.
6. Maintain accurate and confidential records of helpline interactions, ensuring compliance with organisational policies and procedures.
7. Attend and actively participate in team meetings and other meetings as required by the Helpline Coordinator.
8. 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.



9. 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.

10. 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

11. 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.

12. Comply with Family Action's Health and Safety Policy, Data Protection Policy and to protect your own and others' health, safety and welfare.

13. Work flexibly as may be required by the needs of the service and carry out any other reasonable duties as required.

PERSON SPECIFICATION

Requirements		Essential	Desirable
Education, Qualifications & Background			
1.	Minimum 4 GCSEs (or equivalent) at grade A-C, including Maths and English	✓	
Experience			
2.	Experience in providing trauma-informed support through a range of channels, with well-developed telephone skills including active listening and questioning	✓	
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		✓

Knowledge & Skills			
4.	Excellent organisational skills, as well as excellent IT skills, including experience of case management information systems.	✓	
5.	Ability to deal sensitively with challenging and emotionally charged situations, demonstrate empathy and control own emotions	✓	
6.	Excellent interpersonal skills including the ability to engage a range of audiences and professionals on the telephone or via email etc	✓	
7.	An understanding and commitment to the importance of engaging in your own supervision and the benefits of reflective practice	✓	
8.	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	✓	
Values			
9.	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	✓	
10.	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		
In addition			
11.	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.	✓	