

JOB DESCRIPTION – Part Time Helpline Adviser

LOCATION	Office based in Bristol
RESPONSIBLE TO	PSD Projects Manager
DIRECT REPORTS	None
STATUS OF ROLE	6 months, part time post, 21 hours per week

PURPOSE OF POST

Key purpose of the role of the Helpline Adviser:

1. To provide the day-to-day delivery and support the growth of the Helpline and other family support services.
2. To ensure that high quality information and support is provided to families and the professionals who care for them and that exceptional listening support is provided to callers.
3. To facilitate an environment within a helpline call where parents feel able to talk about their child's death and the difficult decisions that are facing them.
4. To signpost and refer professionals and families to other services as appropriate.

DUTIES AND RESPONSIBILITIES

A. Information & Support

1. Be the first response to callers to the Helpline service and a point of contact for emails from families.
2. Assess the needs of helpline service users and respond as appropriate. This will include
 - a. Active listening
 - b. Providing listening support and information
 - c. Encouraging self-advocacy
 - d. Signposting to resources and other agencies, and
 - e. Referring on appropriately to children's palliative care services and other organisations and services when required.
3. Maintain appropriate records of all enquiries on our database.
4. Send out appropriate written materials in response to enquiries via post and email.

B. General

1. Carry out administrative duties as needed to support the work of the wider team.

PERSONAL SPECIFICATION

QUALITIES	ESSENTIAL	DESIRABLE
Qualifications	A level or equivalent	<p>Counselling, social work or Advocacy qualification.</p> <p>Level 3 Advice and Guidance qualification or equivalent.</p> <p>Mental Health First Aid or equivalent.</p> <p>Suicide Intervention Training.</p> <p>Bereavement Training.</p> <p>Adult Safeguarding Certificate.</p>
Experience	<p>2 years+ working on a Helpline</p> <p>Working with parents who have a disabled child/ or are facing hardship.</p> <p>Providing listening support and information to a range of service users including those who are distressed.</p>	<p>Knowledge of the children's palliative care sector.</p> <p>Experience of working with people who are bereaved.</p> <p>Knowledge of data protection and confidentiality protocols.</p>
Skills & Abilities	<p>Excellent telephone manner; skilled active listener with the ability to identify a caller's needs and respond empathetically.</p> <p>Ability to work effectively with parents caring for a child with a life-limiting / life threatening condition sensitivity, aiming to prioritise their wellbeing.</p> <p>Ability to understand the needs of a parent when their child is at the end of their life or is bereaved and provide telephone support with sensitivity and a compassion.</p> <p>Ability to communicate clearly and effectively with a wide range of people</p>	

QUALITIES	ESSENTIAL	DESIRABLE
	<p>regarding sensitive and/or complex issues, both verbally and in writing.</p> <p>Work independently to deal with enquiries of a complex nature.</p> <p>Ability to prioritise workload in a demanding environment.</p> <p>Good organisational skills.</p> <p>Ability to apply a wide range of IT skills.</p>	
<p>Personal Qualities</p>	<p>Empathetic and non-judgemental approach to working with callers.</p> <p>Ability to work effectively in a team and as an independent worker.</p> <p>Committed to reflective practice.</p> <p>Emotionally resilient and pro-active in seeking personal support.</p>	

OUTLINE TERMS AND CONDITIONS OF EMPLOYMENT

Helpline Adviser

Hours:	21 hours per week - ideally including Wednesday and Thursday
Location:	Together for Short Lives Office in Bristol
Holidays:	25 days per annum, pro rata, excluding bank holidays
Salary:	£25k per annum, pro rata
Pension:	6.5% contribution from Employer, 5% Employee contribution

TOGETHER FOR SHORT LIVES EQUAL OPPORTUNITIES POLICY STATEMENT

Together for Short Lives is striving to be an equal opportunities employer.

In line with the current legislation, as an employer of staff and as a deployer of volunteers, we aim to ensure that all job applicants, staff and volunteers do not suffer unfair discrimination because of their race; colour; nationality; ethnic origin or religious belief; social class or caste; age; disability; sexual orientation; marital status; family situation; or gender.

We aim to ensure that all people with whom we work are valued for their contribution and are given the opportunity to realise their full potential within the organisation.

Together for Short Lives believes that following a policy of equality of opportunity will benefit not only the individual but will also benefit and enrich the whole organisation.