

<b>LOCATION</b>	Home based or office based in Bristol
<b>RESPONSIBLE TO</b>	Family Support and Engagement Officer
<b>DIRECT REPORTS</b>	None
<b>TYPE OF CONTRACT</b>	Full time (35 hours) for 1 year

## **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.
5. To champion our Legal Advice and Support Service

## **DUTIES AND RESPONSIBILITIES**

### **A. Information & Support**

1. Be the first response to callers to the Helpline service, which includes a Livechat facility 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 call handling system and database.
4. Send out appropriate resources by email or by post.
5. Support the marketing of the Family Hub, with a particular focus on the Legal Advice and Support Service.
6. Maintain appropriate records of all referrals to the Legal Advice and Support Service, producing quarterly reports on activity.

### **B. General**

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

## PERSONAL SPECIFICATION

QUALITIES	ESSENTIAL	DESIRABLE
<b>Qualifications</b>	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>
<b>Experience</b>	<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>Working as part of a project team</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>
<b>Skills &amp; Abilities</b>	<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 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>Fluent speaker of an additional language e.g. Bengali, Hindi, Urdu, Panjabi</p> <p>Confidence in collating information to inform reports</p>
<b>Personal Qualities</b>	<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>	