

<b>Post:</b>	<b>HELPLINE SUPPORT ASSISTANT</b>
<b>Accountable to:</b>	Helpline Development Officer
<b>Location:</b>	Edward House, Glasgow ( <i>all staff currently home working due to COVID</i> )
<b>Contract:</b>	17.5 hours/week (0.5 FTE) 2 year post
<b>Objective:</b>	This post will provide the first point of contact for families who contact Scottish Families national Helpline service, and provide appropriate support and information to meet their needs.
<b>Salary:</b>	£19,380 per annum (pro rata) plus 4% pension contribution

**Conditions:**

The post will be based at Edward House, Glasgow – Scottish Families’ national office. (*Note that currently all staff are home working due to the COVID outbreak and there is currently no confirmed date for the re-opening of the national office, based on the Scottish Government guidance*). The post holder will be required to work occasional evenings and weekends to support Helpline coverage. The post will be part of the Scottish Families’ staff team and be supervised by the Helpline Development Officer.

**Role:**

To be responsible for providing support and information, signposting enquiries, taking referrals and all associated administrative processes associated with Scottish Families’ national Helpline. The Helpline contact will be multi-channel (phone and online communication, including email and webchat). This role is also responsible for delivering an ongoing programme of content revision of Scottish Families’ National Service Directory to ensure all information is accurate and up-to-date, through actively liaising with support services across Scotland. The Helpline Support Assistant role also contributes to supporting our volunteers in their role and handling any escalated complex calls.

**Responsibilities:**

- To provide listening support, information, signposting and referrals to individuals contacting the Scottish Families Helpline via calls, webchat and online communication methods.
- To respond to all Helpline contacts in a professional and sensitive manner, treating all individuals with consideration and respect.
- To provide accurate and up-to-date information to individuals using our service, as appropriate to their enquiry, using permitted resources only.
- To ensure that all safeguarding and data protection procedures are followed.
- To complete all administration associated with the service, including accurate and timely recording of data for all contacts received, contact outcomes and monitoring information.
- To contribute to the analysis of Helpline data and identification of trends.
- To maintain appropriate monitoring and evaluation mechanisms for the post.
- To contribute to supporting the Helpline volunteer team.
- To respond to complex Helpline contacts escalated from the volunteer team.
- To deliver an ongoing programme of content revision of Scottish Families’ National Service Directory to ensure all information is accurate and up-to-date.
- To distribute publicity materials and promote the service across Scotland.

- To identify and participate in opportunities to enhance Scottish Families profile and the support services available.
- To ensure a strong commitment to high standards of service delivery and customer care.
- To contribute to fundraising and funding reports as requested by the Helpline Development Officer.
- To fulfil the organisation's requirements in relation to training and development as identified through the appraisal and supervision process.
- To operate within an Equal Opportunities Framework and promote equality issues in all aspects of work.

Any additional duties will normally be to cover unforeseen circumstances or changes in work, and will usually be compatible with the role. If an additional task or responsibility becomes a regular or frequent part of the job, it will be included in the job description in consultation with the post holder.

#### PERSON SPECIFICATION: HELPLINE SUPPORT ASSISTANT

AREA	ESSENTIAL	DESIRABLE
<b>Qualifications</b>	<ul style="list-style-type: none"> <li>• Educated to HNC level, vocational qualification (level 3) or relevant professional qualification</li> </ul>	<ul style="list-style-type: none"> <li>• Counselling qualification</li> </ul>
<b>Experience</b>	<ul style="list-style-type: none"> <li>• Providing support via webchat and online chat methods</li> <li>• Providing support in a health and social care, mental health, addiction or trauma support service/ organisation</li> </ul>	<ul style="list-style-type: none"> <li>• Providing support and information within a helpline or telephone capacity</li> <li>• Working with or as a volunteer</li> <li>• Website management</li> </ul>
<b>Knowledge</b>	<ul style="list-style-type: none"> <li>• Issues for families affected by substance use.</li> <li>• Drug &amp; Alcohol awareness</li> </ul>	<ul style="list-style-type: none"> <li>• Understanding of the drug and alcohol sector</li> </ul>
<b>Skills</b>	<ul style="list-style-type: none"> <li>• Ability to listen to and support individuals from diverse demographics</li> <li>• Strong organisational skills.</li> <li>• Effective interpersonal and communication skills</li> <li>• Excellent IT skills particularly use of Microsoft Office (Outlook, Word and Excel)</li> <li>• Ability to identify and evaluate risk</li> <li>• Ability to evaluate the performance against agreed standards</li> </ul>	
<b>Other</b>	<ul style="list-style-type: none"> <li>• Commitment to cooperative team working and equal opportunities</li> <li>• Available to work flexible hours, including evenings/weekends.</li> <li>• Willing to undertake training and ongoing learning</li> <li>• An empathetic approach</li> </ul>	