



Job Title: Helpline Coordinator

Responsible to: Charity Manager

Based: Home working with the potential for some office based hours dependent upon the location of the successful applicant

Working hours: 12 hours per week, Mon – Fri, flexible working hours to be agreed with successful applicant.

Rate of Pay: £6,900 per annum

Do you want to support a team of volunteers who respond to calls from people who are struggling to cope? Are you organised, calm, and non-judgmental?

If you can demonstrate our values of Integrity, Trust, & Commitment, and want to be part of fulfilling our mission to improve agricultural and rural mental health in East Anglia, we would be pleased to hear from you.

Our helpline exists for people who are involved in agriculture and other rural businesses. The helpline provides emotional support and a listening ear, to people who are struggling to cope, or are concerned about someone.

Purpose of Role:

To coordinate and manage the day to day running of the helpline and counselling services YANA operates. Ensuring the services maintain YANA's high standards and provides effective support to those in need.

As a new role this position has scope to develop in the future.

Responsible for:

The Helpline Coordinator position is pivotal in ensuring that appropriate support is provided in a timely manner, and with a warm and welcoming approach. Ensuring every caller experiences the smooth facilitation of referral into counselling or other appropriate services. Specifically the role is responsible for:

- Delivering a helpline that is efficient and provides a high standard of support and communication.
- Managing the day to day running of the helpline, picking up helpline call messages / emails and coordinating a helpline volunteer to respond.
- Providing support to the helpline volunteers as well as coordinating training, inductions, supervision and general communications.
- Routine administrative tasks including record keeping.
- Recruitment of new counsellors and/or helpline volunteers as and when is needed.
- Working with the Charity Manager to develop a live helpline

Closing date for applications 5pm, 26th August 2022.

YANA, Norfolk Showground, Dereham Road, Norwich, Norfolk, NR5 0TT

Helpline: 0300 323 0400 | helpline@yanahelp.org **Email:** admin@yanahelp.org