



## Helpline Coordinator Job Pack

Thank you for your interest in the role of Helpline Coordinator at YANA. This pack aims to help you understand a little more about YANA and the role of Helpline Coordinator.

It is an exciting time to join the team at YANA as we are in the process of expanding our services into Essex and Cambridgeshire. The role brings with it many opportunities and I personally, am looking forward to seeing how we can develop the support we provide, through our helpline and other means.

If there is anything that you would like to discuss about the role please feel free to get in touch with me on T: 07548 833 267 / E: [emma@yanahelp.org](mailto:emma@yanahelp.org).

To apply for the position please send us your CV and a covering letter outlining your experience and interest in the role (no more than 2 pages).

I do hope that you will find the information useful and I look forward to receiving your application.

Best wishes,

A handwritten signature in black ink that reads 'Emma Haley'. The script is cursive and elegant.

Charity Manager

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### 1. A little about YANA...

#### The Charities history

- In 2008 YANA was formed as a project under The Clan Trust to help people living with depression and to prevent suicide to those in farming, by providing a helpline and fully funded counselling, for people in Norfolk.
- In 2012 YANA expanded into Suffolk
- In 2017 YANA started building understanding of Mental Health by running Mental Health First Aid courses
- In 2020 YANA became a registered charity with 5 new Trustees
- In 2021 YANA employed a Charity Manager
- In 2022 YANA expanded to become East Anglian

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

**Helpline: 0300 323 0400 | [helpline@yanahelp.org](mailto:helpline@yanahelp.org) Email: | [admin@yanahelp.org](mailto:admin@yanahelp.org) | [pr@yanahelp.org](mailto:pr@yanahelp.org)**

Charity Number 1190443

by your side [yanahelp.org](http://yanahelp.org)

## The Charity now

YANA, offers specific help for those involved with farming or other rural businesses in East Anglia through:

- Providing a confidential helpline & free counselling
- Building understanding of mental health
- Investing in Mental Health First Aid training
- A national Tractor Facts suicide prevention campaign

We aim to reach all farms, farm workers and rural businesses in East Anglia with our literature, to provide support, build awareness, and positively affect the mental health of our agricultural and rural communities.

YANA is led by a board of 5 Trustees, based across Norfolk & Suffolk, and a Charity Manager, based in Suffolk. There are two Patrons of YANA, both are based on Norfolk. One being our founding Patron, Melinda Raker, and the other being The Lady Dannatt, Lord-Lieutenant of Norfolk.

## YANA believes:

Talking about your problems can make it easier to cope with stress, depression, and low mood, and improves your quality of life.

It's ok not to be ok.

Seeking help from your GP, YANA, Samaritans or another service will provide you with support to help you through.

Depression and anxiety can be an illness, they are not a weakness.

No-one has good mental health all the time.

The farming and rural business community are affected by many stress factors. Most of these are out of their control which means learning healthy coping strategies, reducing stigma, and encouraging conversation, play an important role in preventing mental ill health and suicide.

## YANA's Mission:

**Improving Agricultural and Rural Mental Health in East Anglia**

## YANA's Values:



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YANA on social media:



@yanafarming



Instagram

yanahelp1



Find us on

Facebook

@yanahelp

## 2. About the Helpline...

The helpline is manned by volunteers who are all Samaritan trained and most remain active Samaritans. We currently have approx. 8 volunteers for the helpline.

The helpline currently operates with a voicemail system. Callers leave a message and are contacted by someone on the team, ideally within 24 hours. The peak times for calls are between 9am – 4pm, Monday to Friday.

It is the aim of YANA that the helpline will begin operating as a live helpline for limited hours Monday – Friday, enabling callers to get through to someone immediately.

By calling the helpline, approx. 6 fully funded counselling sessions can be accessed. These are arranged with one of the many counsellors we work with.

## 3. About the Helpline Coordinator role...

### 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.

### 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 that remains person-centered. 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.
- Providing support to the helpline volunteers as well as coordinating training, inductions, supervision and general communications.
- Responding to helpline calls by arranging for a volunteer to make the call back.
- Routine administrative tasks including record keeping.
- Recruitment of new counsellors and/or helpline volunteers as and when is needed.
- Support to the Charity Manager as and when needed.
- Any other tasks that may arise.

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Person Specification:

	<i>Essential / Desirable</i>	<i>Application / Interview</i>
<b>Experience</b>		
Working in a supporting role and/or managing small teams	E	A / I
Working with / recruiting volunteers	D	A / I
Providing support over the telephone	D	A
Coordinating tasks and people	E	A / I
<b>Skills</b>		
IT skills including record keeping in excel	D	A
Excellent communicator	E	A / I
Ability to listen	E	I
Organised	E	A
<b>Knowledge</b>		
Mental Health	D	A / I
Agriculture / Rural issues	D	A / I
<b>Training</b>		
Samaritan trained	D	A
Mental health training	D	A
Supporting people training	D	A
<b>Attributes</b>		
Flexible	D	I
Passionate about making a positive difference	D	I
Motivated	D	I
Enjoys working with people	E	A / I

The role is subject to an enhanced DBS check.

➤ **Closing date for applications 5pm, 26<sup>th</sup> August 2022.**

The successful candidate can expect the following:

- Relevant training, both external and internal
- Receive monthly supervision by a qualified and experienced counsellor
- A review of your training needs on an annual basis
- Optional enrolment into the NEST pension scheme
- A supportive and mindful employee / employer relationship
- 25 days annual leave plus bank holidays

YANA's Equality & Diversity Policy and Safeguarding Policy are attached separately.

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