

Job Description: Helpline Co-Ordinator



Job Title: Helpline Co-ordinator

Reports to: Charity Manager

Hours of work: 22.5 hours per week over 5 days (4.5 hours pr day), Monday to Friday,

Salary: £14,391 (Full Time Equivalent £24,000)

Location: Predominantly homeworking with some office working in East Anglia

Pension: Nest pension scheme with employer contributions 3%

Holiday: 126 hours (some bank holidays will be worked)

Notice period: 8 weeks

The role of the YANA Helpline Co-ordinator

The helpline co-ordinator will be responsible for the delivery of the helpline service, supporting the volunteer and paid call handlers in their roles, as well as providing confidential support to people who contact YANA for help, ensuring the services maintain YANA's high standards and provides effective support to those in need.

You will enable a professional and responsive helpline, supporting the helpline team with up-to-date information, processes, and training opportunities. On the helpline you will be supporting people in agriculture and rural businesses struggling with poor mental health and other matters which may include things such as work issues, relationship problems, and financial pressures.

You will provide de-brief support to call handlers, and arrange peer supervision meetings, ensuring the YANA helpline team feel supported and informed. This could be through our communications with the team, training opportunities, wellbeing checks, processes, and resources.

You will respond to calls on two shifts per week whilst the helpline is taking live calls and put counselling in place for those that need it. You will keep records and logs of your calls and liaise with relevant colleagues as is necessary.

You will help to maintain high standards of support and information at YANA. You will help to ensure that our internal processes are effective, and the information we provide to the YANA community is timely, up-to-date, and relevant.

You will respond to a wide range of enquiries from individuals and families, and from health, social care and education professionals who may be supporting people calling the helpline. You will provide support and information via telephone initially, and via email, webchat and SMS as these channels are developed. You will offer an informed, non-judgemental and empathetic listening ear to individuals and families at every step of their journey.

You will have a key role in researching and updating information across our various platforms including (but not limited to) content for our website, social media, support line materials and leaflets. The primary audience of the materials will be the rural community.

You will attend YANA events (virtually and in-person) to market YANA's helpline services, participate in supervision sessions and assist in support-related issues.

Although the role is mainly focused on support and information services, the successful candidate should also expect to get involved with projects from other YANA teams including communications, research and fundraising.

Responsibilities

1 Helpline Team

- 1.1 As Helpline Co-ordinator you will be the main point of contact for the helpline team. It will be your responsibility to ensure they are communicated with, supported, understand their roles, and are able to access training.
- 1.2 You will act as the main contact whilst the helpline is live in the case of any issues, providing assistance and support where necessary.
- 1.3 You will work with the Charity Manager and Administrator to:
 - ensure policies and procedures are updated and implemented.
 - training and support are in place for call handlers.
 - systems are maintained and developed.
 - ensure risk assessments and safeguarding matters are dealt with appropriately.
 - recruit and induct new call handlers.
 - prepare reports for board meetings, funders, and any other business need.

2 The Helpline

- 2.1 Through the YANA Helpline, you will provide information and support to individuals, their families and professionals by telephone, email, post, SMS and webchats, ensuring that:
 - All enquiries received through the YANA Helpline receive a response based on high quality, up-to-date and evidence-based information.
 - You log, triage and respond to enquiries received by telephone, email, post, SMS and webchat in line with agreed timelines, policies and procedures.
 - You are sensitive and responsive to the needs of the individuals, family members and health, social care and education professionals using the YANA Helpline.
 - You enable access to counselling for those individuals who are most vulnerable and who need this provision. This may include individuals with poor mental health and complex needs.
 - You collect and accurately record data enabling YANA to monitor and evaluate the performance of the YANA Helpline, including usage data (such as number and length of calls), qualitative information (feedback from service users) and data collected in conversation (such as logging broad categories of issues that service users are facing).

- Your support demonstrates best practice and complies with the law on safeguarding (making sure we are working appropriately with adults at risk and children) and data protection (making sure that we are handling all sensitive data appropriately).
 - You proactively engage with regular reflective practice and supervision to safeguard your own health and wellbeing and support individual and team learning. This will include individual supervision through regular 1-2-1s with your line manager, team supervision for all those working on the helpline, and monthly supervision sessions with an external professional.
 - You will contribute your expert insight into the challenges and issues that the rural and farming communities are facing to help colleagues across the organisation develop information materials, online resources and event agendas.
 - You will ensure that internal processes for recording YANA Helpline enquiries, and signposting information on the helpline, are maintained to a high standard and kept up to date.
- 2.2 You will play a key role in the YANA's safeguarding as part of your work on the YANA Helpline and in supporting other members of staff with any questions that they have.
- 2.3 You will ensure confidentiality in the provision of the YANA Helpline, managing conversations and relationships tactfully and diplomatically with members of our small community who may also interact regularly with the charity at face-to-face and virtual events, and through our social media channels.
- 2.4 You will work closely with colleagues from across YANA to ensure that our support and information services are joined-up with, and informed by, other services offered by YANA.
- 2.5 You will help to ensure that the YANA Helpline demonstrates best practice in the provision of support and information.

3 Support, information and signposting

- 3.1 Work with the Charity Manager and the Administrator to ensure that high quality, up-to-date and evidence-based information is available to individuals and families, and the professionals that support them.
- 3.2 Work with the Charity Manager and the Administrator to develop appropriate and consistent information to signpost YANA Helpline service users to external partner organisations that can provide specialist support.
- 3.3 Work closely with the rest of YANA including administration, communications, research and fundraising, to demonstrate current knowledge of the work of the organisation.

4 YANA events

- 4.1 Attend YANA face-to-face and virtual events to promote the YANA Helpline to people in the rural and farming communities. General events assistance on the day of face-to-face events will also be expected (for example, this could include time on the reception desk or directing attendees between sessions). Time off in lieu will be given for evening and weekend events.
- 4.2 Help to generate ideas for topics for YANA events by identifying any trends in information and support needs through the YANA Helpline.

5 Supporting health and social care professionals

- 5.1 Help to develop and maintain education materials to assist health and social care professionals to better understand the work of YANA.
- 5.2 Work with the Charity Manager and Administrator to develop a range of information materials that can be used by staff to help health and social care professionals signpost service users to the YANA Helpline.
- 5.3 Act as a point of contact for professionals who contact YANA, working with colleagues to build credibility and strong working relationships with them.

Other requirements of the post

It is important to understand the nature of this role will likely lead to:

- Exposure to people experiencing severe emotional distress and/or suicidal thoughts
- Extended periods of time on the telephone

In this role you will normally work from home, with the wider helpline team (which includes volunteer Call Handlers, Administrator, and the Charity Manager) available to assist you remotely. You will also be required to attend, or work from, the YANA office if requested to do so by your line manager.

You will be required to attend monthly supervision with an external professional.

The post holder must be prepared to work flexibly to meet the needs of the organisation. This may entail occasional evening and weekend work. Travel within the UK will be needed for team meetings, supervision, YANA events and training provision. This would normally require access to a car (mileage will be paid) or travel by public transport (tickets will be paid).

The post holder will be expected to have adequate homeworking facilities, including a private space to take calls and Wi-Fi, to allow them to fulfil the role to the best of their abilities.

A Basic DBS check will be required prior to taking up post.

Person Specification: Helpline Co-ordinator

Our values apply to everyone, regardless of their position within the organisation. They are important because they set out how we do things, how we treat others and how we expect to be treated.

Our Values are:

Integrity – We do what we say we are going to do, and in the best way possible for all concerned.

Trust – We respect everyone’s right to confidentiality and anonymity with no judgement.

Commitment – We always act in the best interests of agricultural and rural business communities.

People Matter – We believe all people are of equal value and we show respect and care to everyone we have contact with.

Personal Qualities, Aptitudes and Behaviours

	<i>Essential/Desirable</i>	<i>Application/Interview</i>
Experience		
Working in a supporting role	E	A/I
Providing support over the telephone	E	A/I
Experience of working on a helpline	D	A
Experience of working in mental health (paid or voluntary)	D	A
Experience of working with and/or co-ordinating volunteers	D	A
Skills		
Ability to listen	E	I
Ability to remain calm in a crisis	E	I
Ability to maintain confidentiality	E	A
Ability to keep telephone conversation focused	E	A/I
Excellent communicator	E	A/I
Organised	E	A
Knowledge		
Mental Health	E	A/I
Agriculture/Rural issues	D	A/I
Training		
Mental health training	D	A
Supporting people training	D	A
Attributes		
Highly empathic	E	A
Flexible	D	I
Passionate about making a positive difference	D	I
Enjoys working with people	E	A/I
Motivated	E	I

Other Requirements

- Use of a confidential home working space and Wi-Fi to receive and make calls is essential.

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

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

Charity Number 1190443

by your side yanahelp.org