**JOB DESCRIPTION – Helpline Coordinator**

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| **Job title** | Recovery Worker (Helpline) | |
| **Sector/Function** | Operations | |
| **Department** | Nottinghamshire Mental Health Helpline – Mental Health Business Unit | |
| **Reports to** | Team Leader | |
| **Grade** | 3 | |
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| **Job purpose** | * To work as a key member of the team in delivering the mental health helpline provision. * The aim of which is to provide person-centred emotional support and signposting to callers who require support for themselves or others or require signposting to other appropriate agencies. * To work within Turning Point’s vision and values. * To ensure all statutory requirements of the service specification are met.   **The Helpline will be part of a crisis service which will offer a range of support to promote recovery and independence including:**   * To explore any potential identifying causes, positive solutions and building coping strategies * Practical coaching strategies to help service users cope with symptoms * Advice, information and support to access help with finances, benefits and housing to improve the individual’s ability to live independently * Effective onward referral and signposting to services that will meet their needs and reduce the likelihood of future crises * Escalating concerns about service users accessing the helpline to On Call, Emergency services or other support as appropriate. * Ensuring record keeping is maintained to the required standards at all times and contributing to service monitoring requirements. | |
| **Key accountabilities** | To work as part of the team in delivering the services offered as outlined above   * Deliver telephone helpline within the service, the aim of which is to provide person-centred emotional support and signposting to callers. * Ensuring that the helpline supports the overall objectives and aims of the service. * Complete a bespoke helpline training programme for staff. * Develop a culture of continuous performance improvement at both an individual and service level * Be flexible and adaptable to changing requirements * Supporting the induction of new employees as required | |
| **To ensure quality standards are maintained by:-**   * Ensuring expectations and agreed performance criteria are met, reporting variances to management * Support the management team to collate data to measure effectiveness of service delivery * Ensuring all services are delivered in accordance with recognised standards: E.g. NICE Guidelines, National service framework, MHA, Helpline Partnership, SOVA, and Department of Health etc. * Liaising with the service management, service users, family and carers, local stakeholders and commissioner representatives to ensure that the service is reviewed and co-developed over the lifetime of the contract. * Working with the Operations Manager to monitor and evaluate the helpline service, including data collation, reports, focus groups and customer satisfaction surveys * Working with the Helpline Partnership organisation to ensure national standards are fully met | |
| **To continuously review own performance and development needs to assist growth and development by:-**   * Participating in open two-way dialogue during Performance Management meetings agreeing own task and development objectives and reviewing these and overall performance against the competency framework. * Participating in training and development opportunities as agreed within the Performance Management process | |
| **To ensure a safe working environment for self and the team by:-**   * Ensuring a good standard of general housekeeping and infection control within the team’s environment * Ensuring all H&S concerns are appropriately reported and action taken in a timely manner * Accessing Vaccinations, eye sight tests, work place assessments as appropriate * Ensuring H&S policies and procedures are complied with * Following the formal reporting process for serious untoward incidents and accidents * Ensuring all risk assessments are completed when appropriate | |
| **To ensure compliance with internal and external standards and codes of conduct by-**   * Meeting all regulatory requirements * Complying with Turning Point’s Code of Conduct, policies and procedures * Participating in regular audits (internal and external) and ensure results are acted upon within the team | |
| Maintaining accurate financial records, e.g. petty cash, volunteer expenses as appropriate | |
| **To assist in the development of the service by:**   * Ensuring a consistent service delivery approach is embedded within the Helpline support offer. * Liaising with the Operations Manager, service users, family and carers, local stakeholders and the commissioner to ensure that the service is reviewed and co-developed over the lifetime of the contract. * Representing Turning Point at external meetings, and network locally to develop contacts, services and Turning Point’s profile * Working with the management of the service to enhance, develop and expand the service * Meeting agreed performance targets and outcomes | |
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| **Dimensions** | Direct reports | * None |
| Total staff overseen | * None |
| Internal contacts | * Team members (Operations Manager, Team leader, Recovery Workers, , Peer Support Workers, Volunteers) * / Senior Operations Manager/ Regional Operations Manager/Central departments |
| External contacts | * Service users * Carers (e.g. family members) * Commissioners * Agencies/partners including statutory services * General public * Media enquiries * Local businesses/ community |
| Planning outlook | * Day to day service delivery * Annual service business plans in liaison with Operations Manager |
| Problems solved | * Support to service users, carers * Liaison with other external teams to achieve positive outcomes for service users * Working alongside the service management to ensure the service has adequate staff cover at all times |
| Financial authority | * Petty cash |

**PERSON SPECIFICATION**

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| **Job title** | **Recovery Worker (Helpline Coordinator)** | |
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| **Personal effectiveness** | Essential | Desirable |
| * Understanding of the challenges experienced by people with mental health difficulties * Ability to work in a recovery orientated, person centred, non-judgemental manner * Ability to provide calm, consistent support to those experiencing a mental health crisis * Experience of working towards achieving individual and team objectives * Good time management and able to work to deadlines * Confident and effective communicator * A good listener * Understanding of the importance of professional boundaries working with vulnerable people * Collaborative team working skills * Adaptable and able to work in a challenging and changeable environment * Proven track record in managing incidents of verbal and physical aggression |  |
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| **Technical effectiveness** | Essential | Desirable |
| * In depth knowledge and understanding of the complex and multiple needs faced by the service user group * Numeracy, literacy and IT skills * Committed problem solver |  |
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| **Acquired experience & qualifications** | Essential | Desirable |
| * A demonstrable belief in a values-led approach to working with service users with a Mental Health issue. * Holds qualification appropriate to the sector e.g. NVQ/QCF or willingness to study towards same * Working knowledge of Safeguarding Of Vulnerable Adults framework, the ability to follow procedure and development of a culture of safe practice | * Experience of managing or delivering a telephone helpline |
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| **Other requirements** | Essential | Desirable |
| * Ability to work unsocial hours | * A driving licence and access to own vehicle (any work related mileage is covered) |