

JOB DESCRIPTION – Helpline Coordinator

Job title	Recovery Worker (Helpline)
Sector/Function	Operations
Department	Nottinghamshire Mental Health Helpline – Mental Health Business Unit
Reports to	Team Leader
Grade	3

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

Job title	Recovery Worker (Helpline Coordinator)	
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	

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

Other requirements	Essential	Desirable
	▪ Ability to work unsocial hours	▪ A driving licence and access to own vehicle (any work related mileage is covered)