

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	<ul style="list-style-type: none"> • 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. <p>The Helpline will be part of a crisis service which will offer a range of support to promote recovery and independence including:</p> <ul style="list-style-type: none"> • 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	<p>To work as part of the team in delivering the services offered as outlined above</p> <ul style="list-style-type: none"> ▪ 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 <p>To ensure quality standards are maintained by:-</p> <ul style="list-style-type: none"> ▪ Ensuring expectations and agreed performance criteria are met, reporting variances to management

	<ul style="list-style-type: none"> ▪ 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
	<p>To continuously review own performance and development needs to assist growth and development by:-</p> <ul style="list-style-type: none"> ▪ 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
	<p>To ensure a safe working environment for self and the team by:-</p> <ul style="list-style-type: none"> ▪ 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
	<p>To ensure compliance with internal and external standards and codes of conduct by-</p> <ul style="list-style-type: none"> ▪ 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
	<p>Maintaining accurate financial records, e.g. petty cash, volunteer expenses as appropriate</p>
	<p>To assist in the development of the service by:</p> <ul style="list-style-type: none"> ▪ 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

	<p>develop contacts, services and Turning Point's profile</p> <ul style="list-style-type: none"> ▪ 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	<ul style="list-style-type: none"> ▪ None
	Total staff overseen	<ul style="list-style-type: none"> ▪ None
	Internal contacts	<ul style="list-style-type: none"> ▪ Team members (Operations Manager, Team leader, Recovery Workers, , Peer Support Workers, Volunteers) ▪ / Senior Operations Manager/ Regional Operations Manager/Central departments
	External contacts	<ul style="list-style-type: none"> ▪ Service users ▪ Carers (e.g. family members) ▪ Commissioners ▪ Agencies/partners including statutory services ▪ General public ▪ Media enquiries ▪ Local businesses/ community
	Planning outlook	<ul style="list-style-type: none"> ▪ Day to day service delivery ▪ Annual service business plans in liaison with Operations Manager
	Problems solved	<ul style="list-style-type: none"> ▪ 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	<ul style="list-style-type: none"> ▪ Petty cash

PERSON SPECIFICATION

Job title	Recovery Worker (Helpline Coordinator)	
Personal effectiveness	Essential	Desirable
	<ul style="list-style-type: none"> ▪ Understanding of the challenges experienced by people with mental health difficulties ▪ Ability to work in a recovery 	

	<p>orientated, person centred, non-judgemental manner</p> <ul style="list-style-type: none"> ▪ 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
	<ul style="list-style-type: none"> ▪ 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
	<ul style="list-style-type: none"> ▪ 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 	<ul style="list-style-type: none"> ▪ Experience of managing or delivering a telephone helpline

Other requirements	Essential	Desirable
	<ul style="list-style-type: none"> ▪ Ability to work unsocial hours 	<ul style="list-style-type: none"> ▪ A driving licence and access to own vehicle (any work related mileage is covered)