**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
 |
|  |
| **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
 |  |
|  |  |  |
| **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)
 |