

Job Description Helpline Organiser

Job title:	SARAC Helpline Organiser
Reporting to:	Therapy Co-ordinator and Acting Operations Manager
Salary:	£21,000 per annum
Contract Period:	12 months and extended subject to funding
Hours:	37.5 hours per week – Monday to Friday preferable but would consider 30 hours for the right candidate
Holidays:	22 days paid leave per year pro-rata plus Bank Holidays

Main Duties & Responsibilities

- Ensuring a good level of organisation of the helpline room and helpline services.
- To offer a professional trauma-informed emotional support service to anyone referred to SARAC presenting as victims of sexual abuse.
- To support the aims, values and working principles of SARAC and to work in alignment with SARAC's policies and procedures.
- To take all possible steps to ensure the safety and confidentiality of the service users, staff and volunteers at SARAC and abide by data protection policy and procedures.
- Carrying out regular reviews /supervising volunteers.
- To co-ordinate all services provided by sarac volunteer supporters including accurate use of Lamplight system.
- To co-ordinate the evaluations of services provided by sarac volunteer supporters.
- Ensure the safeguarding process is followed and that any concerns are escalated in accordance with policy and procedures.
- To provide emotional support at a high level as necessary to clients and also to volunteers providing services to clients.
- To efficiently and confidently communicate with service users and professionals.
- To maintain accurate records.
- To enhance the services to clients as well as the volunteer experience.
- To keep own knowledge updated around relevant information and training.
- To support with administration tasks for the Adult Services Team.

- To complete client assessments when required.
- To work with the team to ensure that the profile of the organisation and access to its services are maximised within the target area.
- To provide safeguarding cover, as required, with possible evening work.
- To undertake any other tasks relevant to the post.

Person Specification – Helpline Organiser

Criteria	Essential	Desirable
Knowledge in the issues of rape and sexual abuse and its impact on society	✓	
Recognised Professional Qualification in Counselling Skills or working towards		✓
Experience of working with clients with vulnerable backgrounds		✓
Experience in Adult and Children's Safeguarding processes and procedures	✓	
Experience/knowledge of working with the effects of sexual abuse		✓
Willingness to undertake SARAC training both initially and ongoing	✓	
Willingness to attend external training and conferences etc.	✓	
Ability to motivate, enthuse and develop a volunteer workforce	✓	
Ability to develop and enhance volunteer training and experiences	✓	
Experience of working with people who are using their voluntary work as a placement for a qualification		✓
Excellent verbal and written communication skills	✓	
IT skills – experience with Excel, Word and other Microsoft programmes	✓	
Experienced in writing reports and producing statistical data		✓
Ability to adhere to organisational policies and procedures	✓	
Ability to work individually and as part of a team	✓	
Ability to organise and prioritise own work	✓	
Experience of working within a team of paid and voluntary staff	✓	
Have a flexible approach to working hours including occasional evening and weekend work	✓	
Ability to concentrate within a busy office environment	✓	
Possess a full driving licence and use of own vehicle		✓