Job Description

Designation:	**Temporary Helpline Manager**
Location:	Home-based initially (although the post-holder will be expected to move to an office location in due course)
Duration:	12 months
Salary:	£30,000 p.a.
Hours of work:	35 hours (Monday to Friday, 9am–5pm)
Reports to:	Director of Performance & Partnerships
This post has direct line management responsibility for: **This post also has shared responsibility for the day to day supervision of:**	Helpline Information Officers and Volunteers Online Information Officer
Job Description last reviewed on:	March 2021

1. <u>CONTEXT AND PURPOSE OF JOB:</u>

1   Hourglass is the only charity in the UK dedicated to calling time on the harm, abuse and exploitation of older people. We support older people experiencing, or at risk of, harm, abuse or exploitation, and work towards a fairer society for all older people.

2   We are seeking a Temporary Helpline Manager to operationally manage Hourglass's UK-wide Helpline, and provide operational support to the Director of Operations and to work with the Director of Performance & Partnerships to inform the strategic direction of the Helpline. Working alongside a peer Information Manager, this role will directly support and manage a team of Helpline staff and volunteers across the UK ensuring that the helpline provides immediate advice and support, as well as referring on to other sources of support and expertise

2.   <u>MAJOR DUTIES AND RESPONSIBILITIES:</u>

2.1   HUMAN RESOURCES:

2.1.1   To manage the recruitment of Information Officers and, alongside the Volunteer Coordinator, volunteers across the nations the charity supports, and be responsible for the day-to-day supervision of all those on duty.

2.1.2   To undertake regular 121 sessions with staff and volunteers, ensuring they receive regular support and supervision, and providing advice and guidance in accordance with good practice and Hourglass policy.

2.1.3   Alongside the Information Manager to coordinate the helpline and online services rota to ensure there is adequate coverage at all times across all 4 nations. This includes:
- directly coordinating shifts and breaks.
- assigning relevant staff to deputise in allocating shifts during absence.

2.1.4   To ensure Helpline staff and volunteers are supported in line with organisational policy, including regular breaks during shifts; providing ongoing information, advice and support; and regular de-briefing at the end of shifts.

2.1.5   To manage the design and delivery of a portfolio of training materials for Helpline staff and volunteers, including:
- Delivering induction training (with support from the Information Manager and nation-specific staff)
- Managing and delivering top-up and ongoing training (which may include guest input from external agencies)
- alongside the Service Performance Manager implementing appropriate staff training evaluation processes.

2.1.6   To deputise for the Information Manager where required and appropriate, including day-to-day support for Online Information Officer and volunteers when the Information Manager is unavailable.

2.2   HELPLINE & CASEWORK:

2.2.1 To take Helpline enquiries and support staff/volunteers in handling Helpline enquiries (via telephone, letter, email or online services); ensuring that appropriate and high quality responses are provided. This will include:
- providing practical and emotional support to callers; assessing the nature of each call and responding in an empathetic and supportive manner.
- ensuring callers receive advice and support which is appropriate to their needs in a non-judgmental manner; clearly identifying realistic and achievable options; and treating them with dignity and respect.
- explaining options to callers in a way they can best understand; respecting their needs to receive as correct and as full information or advice as possible.
- providing responses within agreed timescales
- maintaining comprehensive Helpline records using the Case Recording Management system.

2.2.2 To work closely with the Information Manager and Community Response Coordinators to establish an effective triage system, to ensure enquiries, which cannot be dealt with through the Knowledge Bank or chatbot, can be referred to the Helpline and Online services to be dealt with via instant message, text message, or a live call.

2.2.3 To ensure that relevant enquiries leading to casework are referred to the appropriate Community Response Hub, and when this is not possible to lead on undertaking complex casework.

2.2.4 To support, advice and guidance to staff and volunteers on complex calls, and follow-up casework ensuring that:
- support is comprehensive and appropriate
- relevant targets are met and recorded
- all follow-up and case work support is appropriately recorded and monitored.

2.2.5 To make safeguarding referrals in line with operational policy (where appropriate), and liaise on behalf of callers who request or require such support, pursuing conclusions that are satisfactory to the caller. To support staff and volunteers in making safeguarding referrals.

2.2.6 To coordinate appropriate management responses in circumstances in which there may be immediate risk to a caller and to take action as required.

2.2.7 To work with the Director of Operations and the Information Manager with the development and maintenance of the information and support systems within the helpline, and ensure all software, databases and equipment are fit for purpose, and staff and volunteers have the relevant support to use them.

2.2.8 To ensure that Helpline staff and volunteers identify callers who may be willing to speak to the media, bringing these to the attention of communications staff, and collecting contact details and permission to contact.

2.2.9 To ensure that staff and volunteers collect contact details (where appropriate) from callers willing to take part in follow-up calls to gather feedback and information on outcomes; and provide follow-up support where necessary.

2.2.10 To ensure that the quality of helpline activities matches the expectations of the charity's policies and values.

2.3   KNOWLEDGE BANK AND INFORMATION

2.3.1 Alongside the Information Manager to maintain and update elements of Hourglass' online Knowledge Bank to strengthen and enhance our well-established Helpline. The Knowledge Bank will act as a one-stop-shop to provide instant support for those seeking support or advice relating to the abuse of older people and safer ageing, as well as providing a tome of information to our Helpline operators.

2.3.2 To coordinate and maintain a portfolio of information and training materials to ensure Helpline staff and volunteers have the necessary information required to provide appropriate, accurate and consistent data to Helpline users.

2.3.3 To ensure that Information Officers routinely check the accuracy of contact data for other organisations, and the availability of the Hourglass contact details on external websites.

2.4 NETWORKING AND PARTNERSHIPS

2.4.1 To network develop/strengthen partnerships with relevant organisations as a means of:
- raising awareness and the profile of the Helpline and Online Information services, and the abuse of older people and safer ageing.
- sharing good practice regarding Helpline delivery and approach.
- identifying opportunities for formal and informal partnerships/relationships with relevant stakeholders.

2.4.2 To identify opportunities for top-up training and/or other learning opportunities for Helpline staff and volunteers.

2.4.3 To work closely with relevant Hourglass staff to identify opportunities for Hourglass/Helpline development and/or income generation opportunities; and to represent the charity on relevant external groups or forums.

2.5 MONITORING, EVALUATION & PERFORMANCE

2.5.1 To support the Services Performance Manager and Information Manager with the development and appraisal of appropriate tools and processes for:
- logging and recording Helpline data
- monitoring and recording the impact of support provided via the Helpline (including periodic call monitoring)
- quality assurance relating to Helpline calls and other methods of communication
- gathering follow-up data from callers.

2.5.2 To work alongside the Services Performance Manager to provide relevant data and reports to ensure that:
- relevant targets and other funding conditions relating to the Helpline are met
- appropriate information is provided for reports to funders, the Executive Team and/or the Board of Trustees

2.5.3 Alongside the Services Performance Manager to undertake statistical and other analysis of Helpline calls and activity to ascertain demand for the Helpline, capacity to respond to calls, and relevant trends and patterns.

2.6 CROSS-NATION & CROSS-CHARITY COLLABORATION

2.6.1 To support the Director of Performance & Partnerships and Director of Operations with:
- the development of strategies, plans and policies relating to the Helpline
- identifying opportunities for Helpline development and growth
- all operational aspects of implementing strategic plans and developments.

2.6.2 To liaise with relevant nation Community Response Coordinators, Development Managers and the Information Manager to ensure that:
- all Helpline and Online shifts are covered and supported
- all Information Officers and volunteers have the appropriate knowledge to be able to take Helpline calls in one or more nations
- staff and volunteers in all four nations regularly share relevant information and good practice relating to the Helpline.

2.6.3 To liaise with policy/research staff, the Services Performance Manager and the Executive Team to ensure key Helpline data is disseminated and presented appropriately to inform policy, campaigning and research functions.

2.6.4 To liaise with communications staff to:
- ensure key Helpline messages are portrayed via social media, our website, media and other relevant outlets.

- identify and provide information, reports, case studies and 'good news' stories for the website and media etc as required.
- share information regarding Hourglass media activity, ensuring Helpline operators are aware of media activity and our position on relevant stories.

2.6.5 To liaise with Fundraising staff to ensure that they:
- are aware of Helpline processes, development plans and trends to inform funding bids and fundraising planning in relation to the Helpline.
- have the statistical and qualitative data needed to compile end of grant and other reports for funders.
- can easily access Helpline case studies.

2.6.6 To coordinate regular UK-wide Helpline & Online Information meetings (in person and/or via Zoom) with the Information Manager, and support the Director of Operations with charity-wide meetings to ensure regular information-sharing and peer support.

3.   GENERAL

The Temporary Helpline Manager will also be expected to:

3.1   Travel as required to meet the requirements of the role (including occasionally across the UK) in line with COVID-19 restrictions.

3.2   Work unsocial hours on occasions and be flexible with working pattern as and when required.

3.3   Regularly liaise with other Hourglass staff and volunteers throughout the UK.

3.4   Deputise for the Director of Performance & Partnerships as required (in relation to Helpline functions).

3.5   Complete any other duties which may be required, commensurate with the level of this post.

4. FINANCIAL RESPONSIBILITY:

4.1   To work within authorised spending and purchasing limits.

Temporary Helpline Manager: Person Specification

Essential Criteria – *Candidates will be expected to demonstrate how they can deliver against these criteria.*

1. Degree level education or equivalent experience.
2. Experience of supervising or supporting staff and/or volunteers, including recruitment, ongoing support and supervision.
3. Experience of Helplines, Information Services or equivalent.
4. Ability to manage a complex and varied workload, and manage confidential issues.
5. Self-motivated, requiring minimal supervision.
6. Excellent communication skills both written and oral.
7. Numeracy and literacy skills of an excellent standard to respond to online enquiries, provide reports and observations, and maintain administrative records as required;
8. Experience of working with electronic information repositories or resources.

Desirable Criteria:

1. Knowledge of major developments in terms of adult care provision, adult safeguarding, domestic abuse and care regulation.
2. Direct experience of supporting/working with older people.
3. Knowledge of evaluation and monitoring processes.
4. Project management experience, including delivering successful and impactful projects.