



Basildon Mind Job Description

Job Title:	Helpliner/Administrator
Salary:	£11.44 per hour
Hours:	Between 4 – 12 hours per week, on a job share basis [Shifts are 4-hours long, between the hours of 16:00-20:00 Monday to Friday and Saturday 10am – 2pm]
Term:	Permanent
Annual Leave:	25 days plus Bank Holidays (pro-rata'd)
Line Management:	Counselling Manager
Accountable to:	Chief Executive Officer Board of Trustees

Experience:

A methodical 'active' listener, delivering excellent customer service to our clients, whilst being a great team player and an organised administrator

Summary:

We are seeking passionate and enthusiastic Helpliners to join our team. Our Helpline is the first point of call for accessing our counselling service, it is a great team that operates with a mixture of paid and voluntary staff, with paid staff undertaking the unsociable hours.

This role supports clients by 'providing a listening ear' helping clients to look at options to either arrange access to our various counselling services or to signpost clients to other services.

Key aspects of the role are answering phone calls and carrying out counselling administration (managing appointments, diary, safely welcoming clients in a secure environment, etc). Helpline calls range from straight forward enquiries to serious mental health issues. In this respect, phone calls could be intense, challenging and require managing for up to thirty minutes.

Attention to detail and accuracy is a must when handling private and confidential information, the position will be subject to completing a successful Enhanced DBS check.

Job Purpose:

To provide a Helpliner, Administration and reception service from our Whitmore Way offices to clients & counsellors.

Main Duties and Responsibilities

- Be part of a team whose main purpose is to ensure that the Helpline is available between 10am – 8pm Monday – Friday and 10am -2pm on Saturdays
- Answering the Helpline telephone, providing a ‘listening ear’, not advice, to help callers look at options, signpost to other services or enlist callers in our various counselling services
- Manage appointments, diaries and room bookings

Lead Customer Relationship Management (CRM) use, maintain and development

- Ensure all payments taken are logged appropriately to enable payment reconciliation.
- Offer all visitors a warm welcome, that safeguarding and health and safety processes are followed, providing hospitality as required and to liaise with the member of staff they are visiting
- Be a keyholder, responsible to open/close the Whitmore Way building
- Update the CRM and manual records ensuring accuracy & compliance with GDPR requirements at all times
- Keep up to date with best practice and contribute to the continuous improvements of the service.
- Manage own time and workload effectively, to maintain own wellbeing.
- Present a positive image of Basildon Mind
- Work effectively within the team and as part of the whole organisation.
- Perform all other duties as may reasonably be expected of your operational line manager.

General

- To work in accordance with Basildon Mind’s Aims and Objectives.
- To contribute to the development of best practice with the service.
- To undertake training as necessary to promote the development of skills and knowledge.
- To receive supervision, appraisal and to attend regular staff meetings.
- To promote awareness of and commitment to the Organisation’s Equality and Diversity Policy in relation to employment and service delivery.
- To ensure compliance with Southend, Essex and Thurrock (SET) Safeguarding guidance and procedures.
- To ensure full compliance with the Health & Safety at Work Act 1974, the Organisation’s Health and Safety Policy, delegated responsibilities, and all locally agreed safe methods of work.
- All employees have a responsibility and a legal obligation to ensure that information processed for both clients and staff is kept accurate, confidential, secure and in line with GDPR, and the Data Protection, Physical and Environmental Security and Confidentiality Policies.
- Actively support and promote Basildon Mind’s fundraising activities as part of day-to-day activities.
- It is the responsibility of all staff that they do not abuse their official position for personal gain, to seek advantage of further private business or other interests in the course of their official duties.
- Any other duties commensurate with the post’

- This Job Description does not provide an exhaustive list of duties and may be reviewed in conjunction with the post holder in light of service development.

Equal Opportunities: The post comes under the terms of Mind's Equal Opportunities Policy.

**Basildon Mind
Person Specification
Helpliner**

	Essential	Desirable
Qualification and Training	<p>Good general education</p> <p>Sound understanding of confidentiality and data protection</p> <p>Complete annual mandatory training and any other training required for the role</p>	<p>Recognised Helpline qualification (e.g. 'Foundation' Samaritans Training)</p> <p>Recognised qualification (complete or underway) in Counselling</p>
Experience	<p>Customer facing experience (phone and face-to-face)</p> <p>Experience of using Microsoft Office (Outlook, Word, Excel)</p> <p>Experience of signposting and safeguarding and liaising with other organisations</p>	<p>Experience of using a CRM system</p> <p>Trained/ Experience of working in a similar phone support -based role e.g. for Samaritans, customer contact centres.</p>
Knowledge of	<p>Understanding of mental health issues and the impact of social factors.</p> <p>Safeguarding principles</p>	<p>Knowledge of support organisations and health and social care charities operating in Basildon.</p>
Skills & Competencies	<p>Good communication, oral, written, and interpersonal skills</p> <p>Ability to communicate effectively with a wide range of people, including Clients, Managers, Trustees & the general public</p> <p>Good organisational, administration and problem- solving skills.</p> <p>IT skills using a range of current and relevant packages and able to communicate via digital means i.e., telephone, email, zoom, MS Teams.</p>	<p>Understanding of a CRM, its purpose and use</p>
Other Requirements	<p>Flexible working to meet the needs of the service.</p> <p>Enthusiastic and motivational, with a strong 'can do' attitude.</p>	

	Self-awareness and understanding of own strengths and limitations and impact of personal style and approach on others.	
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Job Holder	Signature
	Date
Manager	Signature
	Date