

## JOB DESCRIPTION

- COMPLETED BY:** Chief Executive/Director of Client Services
- JOB TITLE:** **Helpline Co-ordinator**
- REPORTING TO:** Helpline Manager
- LOCATIONS:** Home-based, with occasional travel throughout Scotland for events

### MAIN PURPOSE OF THE JOB:

The role of the Helpline Co-ordinator is to support Helpline Volunteers in their role of responding to calls to our national Helpline. You will provide support to the Helpline Manager to ensure the effective delivery of Cruse Scotland objectives across the Helpline and related functions, as outlined in the organisation's strategy and implementation plan.

### ORGANISATIONAL DIAGRAM:

*See attached*

### ROLE TASKS:

- To support volunteers delivering Cruse Scotland Helpline Services:
  - dealing with any day-to-day issues arising within the volunteer team;
  - provide general guidance and support to our volunteer helpline team;
  - ensuring volunteers are working within Cruse Scotland policy guidelines;
- To work directly with our bereaved clients by telephone and email
- To maintain Cruse Scotland client and volunteer digital operating systems:
  - ensure the timeous collection and input of volunteer and client data on Cruse Scotland national database
  - provide support to volunteers and clients in the use Call Handling telephone operating system across the organisation
  - support the allocation of clients with Area Teams
- To attend and participate in our regular full staff team meetings (Wednesday mornings)
- To support Helpline Development Manager and Area staff to establish and maintain effective relationships with local and partner agencies.
- To take an active role in supporting in the recruitment, induction, and development of the volunteer Helpline Team:
  - Participate in volunteer recruitment in conjunction with Helpline Manager, Volunteer Development Manager and Training Manager
  - Shadow new Helpline volunteers as they are inducted into their role
  - Support Helpline Manager with volunteer management – this may include 1:1 volunteer support and development
  - Attend and participate in Helpline Continuing Professional Development sessions
- Develop volunteer skills within Helpline services, along with the Helpline Development Manager
- To be aware of organisational objectives, and support their delivery:
  - ensuring that Helpline targets are met
  - evaluation of Helpline is maintained
  - identify areas of improvement for Helpline and its related services

- To support the development of Cruse Scotland Helpline Services:
  - Monitor and identify potential changes to reflect client need on an ongoing basis
  - Identify routes to promote Cruse Scotland helpline services
  - Improve initial packs to present options to clients, in conjunction with Helpline Manager and Area teams
  - Maintain a comprehensive resource for signposting
  - Identify improvements to those engaging with email services
  - Utilise Grief Chat services to best effect
  - Empower Cruse Scotland to be the route into other bereavement services
- To show respect to Cruse Scotland colleagues and to understand and adhere to the COSCA Statement of Ethics and Code of Practice.
- To carry out any other duty as reasonably required by the Helpline Manager, commensurate with the post. This may include duties for which the post holder has the necessary experience and/or training.

#### **CONTACTS/LIAISON:**

**Internal:** Helpline Manager, Director of Client Services; Client Services Team; Volunteer Development Manager; Training Manager; Office Manager and Chief Executive

**External:** Other Volunteer/Charitable Organisations; Statutory Services; Partner Organisations; Funders