

## JOB DESCRIPTION

**JOB TITLE:** Helpline Co-ordinator

**LOCATION** Home-based  
Occasional travel required across Scotland

**REPORTING TO:** Helpline Manager

**HOURS:** **Post 1: 6 hours per week**  
**Post 2: 14 hours per week**  
Shift patterns are done rotationally throughout Helpline operating hours of 9am-8pm Monday-Fridays and Weekend 10am-2pm. *All staff are expected to attend our fortnightly staff team meetings Wednesday mornings from 9.45am-11am –this will be accommodated into your shift pattern.*

In addition to your contracted hours, there will be opportunity to work additional hours to cover these shift patterns for colleagues' annual leave and ad hoc cover when needed. The staff rota is circulated 1 month in advance.

Our Helpline is open each day of the year, requiring Helpline staff to support cover across public holidays 365 days a year.

**SALARY:** **Post 1: £3,852 pro rata; £22,470 FTE;**  
**Post 2: £8,988 pro rata; £22,470 FTE;**  
plus 6% employer's contribution to pension - based on employee contributing a minimum of 2% to meet statutory requirements

### PURPOSE AND AIM OF THE ROLE:

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.

### ROLE PROFILE:

- **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 work directly with third party enquiries 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 Cruse Scotland staff team meetings (Wednesday mornings), rotate fortnightly Area Co-ordinator team meetings and attend Helpline Staff team meetings (as scheduled per rota)
- 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 and Volunteer Training & Development 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
  - Support coordination of annual Helpline Away Day
- 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 Training & Development Manager; Office Manager and Chief Executive

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

## Person Specification and Profile

Skills and Qualities	Essential	Desirable
Highly proficient and experienced with IT and familiar with existing Cruse Scotland software and with a willingness to undergo further training	✓	
Excellent organisational skills	✓	
Competent report writing skills		✓
Excellent communication skills with the ability to adapt these to suit the particular situation	✓	
Excellent interpersonal skills showing warmth and understanding	✓	
Ability to problem solve	✓	
Ability to effectively manage time and prioritise workload	✓	
Ability to meet deadlines	✓	
Excellent listening skills	✓	
Good people management skills	✓	
<b>Experience</b>		
Experience of volunteer management		✓
Experience or knowledge of counselling skills		✓
Knowledge of the environment in which Cruse Scotland works		✓
Experience in dealing with upset/distressed/angry people	✓	
Experience in management/operation of IT systems		✓
<b>Qualifications</b>		
Volunteer Management qualification		✓
Educated to degree or diploma level or equivalent		✓
<b>Personal Qualities</b>		
Of a calm disposition	✓	
Approachable	✓	
Team player	✓	
Able to use own initiative	✓	
Self-motivated	✓	
Ambassadorial		✓
Efficient	✓	
Trustworthy	✓	
Confidential	✓	