

JOB & PERSON DESCRIPTION

POST TITLE: Safeguarding Helpline (Volunteer)

HOURS: Flexible within standard office hours with a minimum of 3.5 hours a week. Fridays would be especially helpful.

ACCOUNTABLE TO: Safeguarding Helpline Manager

LOCATION: This role can be home based, or office based in Hextable, Kent

A: Main Responsibilities

This role is instrumental in helping us to offer an excellent service to anyone who contacts our safeguarding helpline.

B: Specific Responsibilities-What would I be doing?

- Be the first point of contact for people who call our safeguarding helpline (via phone and email), taking basic contact information and details of what support they need
- Passing contacts on to the appropriate team member
- Answering basic questions from people who contact us
- Helping with general administration

PERSON SPECIFICATION

A: Personal Characteristics and Qualities

- Humility - Having a modest view of your own importance
- Integrity - The quality of being honest and having strong moral principles
- Openness - Acceptance of, or receptiveness to change or new ideas
- Collaborative - Involving two or more parties working together
- Solution-focused - Concentration in problem solving or dealing with a difficult situation
- Learning - Knowledge acquired through study, experience, or being taught
- Creative - Having good imagination, thinking differently, or having original ideas
- Fair - Treating people equally without favouritism or discrimination
- Committed - Dedicated to a certain course, cause or policy
- Passionate - Having or showing strong feelings or beliefs

B: Qualifications & Experience

A-D grade Maths and English GCSE (or equivalent)

C: Skills, Abilities & Motivation

- The role is suitable for anyone, no experience necessary
- Being approachable and friendly
- A willingness to learn and work within guidelines set out by Thirtyone:eight
- Honesty, integrity and trustworthy, ability to stay motivated
- Good time management skills, reliability
- Basic IT skills (all necessary training will be given)
- A good attention to detail