

JOB & PERSON DESCRIPTION

- POST TITLE:** Safeguarding Helpline Assistant Volunteer
- HOURS:** 1 day per week (priority is Friday) , plus open to additional days from one or more applicants
- ACCOUNTABLE TO:** Helpline Manager
- LOCATION:** This role is office based in Hextable, Kent

A: Main Responsibilities

- Support the Safeguarding Helpline Team to maintain an efficient service

B: Specific Responsibilities

- Answer incoming calls as a first point of contact
- Open a referral and complete basic details about the caller, passing call to appropriate team member
- Open emails and transfer information to a referral, before passing on to an appropriate team member
- Answering basic questions when taking a call
- Assisting safeguarding team 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

None needed

C: Skills, Abilities & Motivation

- IT proficient and confident using different microsoft systems (all necessary training will be given though)
- Thorough approach to work and a good attention to detail
- Ability to remain motivated during repetitive tasks
- Understanding of the importance of confidentiality
- Demonstrate an excellent level of customer service, care and empathy