**JOB DESCRIPTION**

**Post Title: Safeguarding Helpline Specialist**

**Hours of Work:** Part-time (18-21 Hours per Week) Wed-Fri

**Accountable to:**  Helpline Manager

**Responsible for: Helpline** Volunteers

**Salary:**  £35,097 FTE

**DBS Eligibility:**  Enhanced (see below)

*This position is deemed to meet eligibility for a basic level DBS/AccessNI/Disclosure Scotland check. The post-holder will be expected to supply a self-declaration and Enhanced Criminal Records Disclosure Certificate prior to commencement of employment as part of our Safer Recruitment Policy and Procedure.*

**Job Purpose**

In collaboration with other colleagues; provide a professional, courteous and timely helpline service, receiving calls that have been assessed and transferred through the triage system, ensuring advice is given in a manner that upholds the ethos and high standards of the organisation and meet the needs of callers from a range of settings with more complex safeguarding concerns.

**A. Main Responsibilities**

1. Provide sensitive and professional safeguarding advice to callers using the thirtyone:eight safeguarding helpline; offering expertise and being mindful of policy, procedure, best practice and legal frameworks across the four nations of the UK.
2. Receive more complex calls from Helpline Practitioners via the triage system in order to provide an effective and compassionate response to callers that looks to best meet their needs, upholds their rights and validates their concerns.
3. Analyse and assess complex information in order to articulate clear pathways to callers that takes account of risk, identifies appropriate sources of information and contributes clearly to evidence-based decisions and actions, including the involvement of colleagues and other agencies where required.
4. Accurately record all advice given in line with the thirtyone:eight data protection policy and information sharing agreements (where applicable) to ensure the highest standards of data management are maintained.
5. Participate in the evaluation, analysis and reporting of the safeguarding helpline service data for service improvement purposes.
6. To participate in the reviewing and quality assurance of safeguarding helpline calls, and providing support of other colleagues within the team, as required by the Helpline Manager.

**B. Specific Responsibilities**

1. Ensure that an effective and appropriate response is provided for callers to the helpline throughout the working week (and on occasions during evening and weekends via rota where agreed\*\*).
2. Provide advice and support that is sensitive to the faith-based context of many callers, requiring a deep understanding of Christian beliefs and practices.
3. Build trust and credibility with callers from faith-based communities who may seek advice from someone who shares their religious background.
4. Support the Safeguarding Helpline Manager by contributing to the development of systems and processes that enable the effective and efficient operation of the safeguarding helpline alongside other colleagues where appropriate.
5. Gather and report on information from helpline callers that may indicate difficulties or issues being experienced in accessing appropriate information from the website and other sources.
6. Assist callers to the helpline in being re-routed to other thirtyone:eight services where this is appropriate and necessary (e.g. the membership, disclosures, training or engagement teams).
7. Ensure the collation and contribution of safeguarding helpline data in the development of other services, guidance and publications (e.g. training content, Help Leaflets, blogs, articles and other sources of support).
8. Work closely and collaboratively with team members in other areas of the organisation (e.g. training, disclosure, engagement and membership) to ensure the delivery of a seamless service that meets callers’ needs.
9. Work closely with other team members assisting them to provide high quality services where staff shortages or other difficulties may be experienced that impact service delivery.
10. To train and support the Helpline Volunteers in their role, and to meet regularly with them.
11. To contribute and implement the development and improvements to the Helpline Service, and playing an active role in monitoring and acting on feedback received.

**C. General Responsibilities**

1. Contribute skills and knowledge as part of a staff team and attending staff and other meetings where required.
2. Contribute to the development of an inclusive and empowering culture of excellence and effective team working environment within thirtyone:eight.
3. Contribute to and comply with effective recording and data management systems in accordance with thirtyone:eight and professional guidelines (e.g. confidentiality, information sharing and secure storage of data).
4. Participate in staff development and training programmes which aim to enhance individual skills and create opportunities for professional development.
5. Contribute skills/knowledge as part of a staff team and attend staff/management meetings where required.
6. Participate in the range of other work undertaken by thirtyone:eight, both directly and in terms of offering support, collaboration and back-up to other staff members where needed.
7. Ensure all work undertaken promotes equality and diversity.
8. Ensure all work contributes to and underpins the thirtyone:eight mission, vision and strategic plan
9. Ensure that all work supports and promotes the values and ethos of thirtyone:eight as a Christian organisation seeking to promote and create safer places for all.
10. Under the Health & Safety at Work Act and associated guidance, take adequate care for the health and safety of oneself and other persons who may be affected by acts or omissions to act.
11. Undertake any other reasonable duty or task in accordance with the objectives of this post as required by the Safeguarding Helpline Manager or Head of Safeguarding.

**PERSON SPECIFICATION**

**Post Title:** **Safeguarding** **Helpline Specialist**

**Location:** Head Office, Swanley / Home-based / Hybrid Working

**Essential Qualifications:** Relevant qualification (NVQ Level 4 or higher) in health, social care, education or other discipline or significant proven experience in safeguarding. Satisfactory Disclosure Check.

**Desirable Qualifications:** Social Work, Social Care, Health, Education or other professional qualification relevant to safeguarding children or adults. Other qualifications in people services (e.g. counselling, psychology etc.).

**A. Essential Personal Characteristics and Qualities**

1. Honesty
2. Integrity
3. Openness
4. Collaborative
5. Solution-focused
6. Learning
7. Creative
8. Fair
9. Committed
10. Passionate

**B. Essential Experience**

1. Experience of providing safeguarding (children and/or adults) support and advice in a multi-disciplinary or faith-based context.
2. Experience of team working in a pressured environment.
3. Experience of assessing complex information and dealing with sensitive issues in a manner that supports, empowers and gives confidence.
4. Experience liaising with other agencies and individuals at a range of different levels in a professional and solution-focused manner.
5. Experience of managing and prioritising the demands of a busy and complex workload.
6. A practicing Christian in good standing within the local church\*.

**C. Essential Abilities, Knowledge and Motivation**

1. A demonstrated commitment to the safeguarding and wellbeing of children and adults and an ability to work with children/young people /adults in an appropriate way.
2. Good working knowledge of safeguarding policy, best practice and legislation in the safeguarding of children and adults.
3. Knowledge and understanding of relevant legislation with its implications for the delivery of safeguarding services across the four nations of the UK.
4. Ability to communicate to a high standard, both verbally and in writing.
5. Ability to engage with and give confidence to people at all levels (including statutory and voluntary agencies).
6. Ability to be self-motivated and to work to a high level with appropriate supervision.
7. Ability to manage competing demands and prioritise workload.
8. Ability to build credible and strong working relationships with contacts of the charity on safeguarding matters.
9. Ability to work as a team member with colleagues in thirtyone:eight and in partnership with other professional colleagues.
10. Good IT skills (MS Office applications as a minimum).
11. Knowledge and understanding of Equal Opportunity and Anti-discriminatory practice.
12. Willingness to promote and participate in relevant training and CPD.
13. Ability to identify with and accept the aims and objectives of thirtyone:eight and statutory and other professional guidance as appropriate.
14. Flexibility as to hours of work, which may include evening and weekend work\*\*

**\*Occupational Requirement Statement**

Thirtyone:eight is an organisation delivering services within a Christian ethos and context. The nature of this post and the context in which it is carried out, gives rise to an Occupational Requirement (under the Equality Act, 2010) for the post holder to be a committed Christian. Applicants will therefore be required to demonstrate a clear personal commitment to the Christian faith.

**\*\***Evening and weekend work is undertaken on a rota basis and may on occasions include the Helpline Specialist.