

JOB DESCRIPTION

Job Title:	Wellbeing Helpline Advisor
Responsible to:	Wellbeing for Warwickshire Team Leader
Location:	Stratford-upon-Avon Hub
Hours:	35hrs per week
Salary:	£20,657.00

South Warwickshire & Worcestershire Mind (SWWMind) mission is “empowering individuals to access mental health and wellbeing support to thrive in their local communities.”

For many people SWWMind plays a role that is both first and last; the first line of support and the last hope when other services aren’t responding. Our promise to service users that all connected with SWWMind should act in accord with:

“We will listen to you and respond, treating you with respect, doing what we say we will do, and working in a high-quality way”.

South Warwickshire and Worcestershire Mind has experienced significant growth over the last 2 years, and we are now looking to strengthen our infrastructure. This is an exciting time to join the organisation and be a part of the next period of development and consolidation - we have a clear strategy and direction, delivering on a range of services including commissioned, grant funded and income generating.

Job Purpose and Role

The service is aimed at people living in Coventry or Warwickshire.

As a Helpline Worker, you will be providing support for those experiencing mental health difficulties through Wellbeing for Warwickshire’s helpline service.

You will be providing support to people that may require referrals to internal and external services, signposting to a range of organisations as well as accessing other services delivered across the Collaborative including Qwell and Keyring. The support offered will include (but is not exclusive to) receiving referral calls from people who may be experiencing mental health difficulties, people looking for more general assistance and information about services, supporting with self-help techniques, carers looking for advice and services, professionals seeking support for their service users and other community support services.

You will be working in a community focused way to ensure that local organisations are aware of the provision, ensuring that you retain close and effective links with local organisations within the statutory and VCSE providers as well as keeping up to date with any pertinent changes to local provision.

The helpline is a 24/7 service (this post will operate between the hours of 8.45am and 5.15pm, Monday to Friday) delivered in partnership between CW Mind, South Warwickshire & Worcestershire Mind (SWWM) and Connect Assist. Under the direction of the service manager, you will support the running of the service in line with contractual requirements,

Mind's Vision and Values, its Operating Policy and Procedures, and any relevant legal requirements.

Principle Responsibilities and Duties

1. Working alongside our partner organisations, the post holder will provide a gateway to support, information, and signposting to clinical and non-clinical interventions, with a strong focus on both prevention and providing support to those in crisis.
2. Provide accurate, meaningful and consistent information to support people accessing the helpline
3. Listen patiently, empathise with the service user's situation and convey a genuine desire to help and support
4. Maintain the Charity Log (CLOG) system through accurate data input and record keeping, constantly keeping data integrity as a core priority
5. You will deal positively and constructively with complaints and feedback within the organisations policy guidelines and timescales under the direction of the service manager.
6. Work with colleagues to ensure the highest level of customer satisfaction
7. Ensure that your knowledge of the collaborative, local communities and organisations are kept up-to-date and that you utilise this knowledge to ensure appropriate and timely inward/onward referral.
8. You will constantly seek to deliver a high-quality service, ensuring professionalism in your approach to all those you come into contact with.
9. Ensure all other administrative procedures associated with the role are maintained.
10. Ensure continuous service improvement, initiating and responding to change in a positive manner
11. Ensure that advice and signposting provided is relevant and appropriate, and safeguarding and risk is evaluated for all callers. Relevant information is documented, reported and recorded under the supervision of the service manager.
12. Contribute to the delivery of a professional, safe, non-threatening and hospitable service.
13. Create and promote a positive approachable environment encouraging fair access for all people in need of mental health support.
14. Undertake these duties within a framework that recognises the diversity of clients and encourages equality and opportunity for all.
15. Ensure the active involvement of service users/clients through all aspects of the work.
16. Support the full range of the Wellbeing for Warwickshire service as requested.
17. Promote and implement Coventry and Warwickshire Mind's policies.
18. Participate in supervision and appraisal procedures as agreed and directed.
19. Carry out any required training as would be reasonably required for a post of this level.
20. Undertake such duties as would be reasonably required for a post of this level of responsibility, as directed by the Team Leader/Service Manager/Senior Management Team.

This job description may be subject to change by agreement from time to time to reflect the changing needs of the local Minds' Services.

Person Specification

Key Criteria	Essential/Desirable
<p>EXPERIENCE</p> <ul style="list-style-type: none"> • Proven experience of delivering a service which provided a supporting role to mental health service users • Experience of providing telephone, online, email and live chat information • Experience of researching, collecting and recording data evidence 	<p>E</p> <p>E D</p>
<p>SKILLS AND ABILITIES</p> <ul style="list-style-type: none"> • Excellent communication and interpersonal skills • Good IT skills • An ability to effectively engage with mental health service users and empathise with people at all levels • Ability to work as part of a team • Ability to manage and resolve complaints • Ability to plan and co-ordinate own workload • Strong decision making abilities 	<p>E</p> <p>E</p> <p>E E D E E</p>
<p>KNOWLEDGE</p> <ul style="list-style-type: none"> • Up to date knowledge of mental health and key issues linked to good wellbeing 	<p>E</p>
<p>EDUCATION / QUALIFICATIONS</p> <ul style="list-style-type: none"> • NVQ level 2 in social care or equivalent qualification • Evidence of continuing professional development 	<p>D</p> <p>D</p>
<p>ATTITUDES</p> <ul style="list-style-type: none"> • Enthusiastic and innovative approach • Emotional resilience • Strong commitment to empowering service users • Commitment to valuing fair access & diversity • Commitment to service user involvement • Committed and supportive approach to the strategic aims of the organisation 	