

Helpline Worker



- Responsible to:** Family Support Manager (Helpline)
- Job Summary:** Families Outside is the only national charity in Scotland that works solely to support families affected by imprisonment. This post delivers a key function of our work, namely staffing the national Families Outside Support & Information Helpline.
- Salary:** SJC points 19-24 updated annually subject to appraisal and where funds allow.
- Hours:** 21 hours per week with flexibility to cover annual leave, meetings & training
- Location:** This post is based at the Families Outside office in Edinburgh.
- Probation:** A probationary period of 6 months will apply.
- Holidays:** 25 working days per year pro rata, plus 10 Public Holidays increasing to 27 days after 5 years of service or at the top of the scale, whichever comes first.
- Pension:** The pension scheme is a Group Stakeholder Pension Scheme. Employees can choose to “opt out” of the scheme, but without doing this means automatic enrolment. Families Outside will contribute 4% to the scheme. Employees choose their own level of contribution. The combined total is required to be at least 7%.

All staff are subject to a criminal records check from Disclosure Scotland. A previous criminal record does not automatically prevent someone from qualifying for this post. Each case will be assessed on its own merits.

Key Tasks - Helpline	
1	Provide information and support to families and the professionals who work with them via a range of channels including telephone, text, e-mail, web chat and social media, in line with professional boundaries, policies and guidelines.
2	Provide accurate information and support for all contacts and to refer to Family Support Coordinators, other agencies and organisations, in collaboration with Helpline Support Coordinators.
3	Ensure all data is accurately and timeously recorded on the Family Support Database.
4	Bring to the attention of the Family Support Manager (Helpline), or in the Manager’s absence, the Chief Executive, any situation which may compromise the Helpline’s position.
5	Participate in any consultation processes relating to the development of the Helpline through the Family Support Manager (Helpline).
6	Contribute, if required, to the development and dissemination of Families Outside resources.
7	Provide administrative support as required to the Helpline Team.

Key Tasks and Responsibilities – General	
1	Maintaining professional boundaries at all times by adhering to all Families Outside organisational policies and to work within the aims and objectives of the organisation.
2	Assist in statistical monitoring and reporting of outcomes as required.
3	Attend relevant and appropriate training courses.
4	Participate in staff meetings and in Families Outside events as required.
5	Seek support and help from line manager when appropriate, and opportunities to debrief at other times will be provided. Regular development sessions will take place throughout the year.

All staff are expected to undertake any other reasonable duties as required. Additional duties will be to cover unforeseen circumstances/changes in work and will usually be compatible with regular type of work. If an additional task or responsibility becomes a regular/frequent part of the job, it will be included in the job description in consultation with the post holder.

Person Specification - Selection Criteria		Essential	Desirable
EDUCATION	Relevant qualification		*
PREVIOUS EXPERIENCE AND KNOWLEDGE	Experience of (or demonstrable commitment to) working with socially excluded groups	*	
	Experience of working in a customer-service or customer-facing role	*	
	Experience of providing information and advice on the telephone	*	
	Knowledge and understanding of the issues faced by families affected by imprisonment	*	
	Some knowledge of the criminal justice system		*
SKILLS AND ABILITY	Proven communication skills, including a polite, confident and friendly phone manner	*	
	Active listening skills, with the ability to absorb/and understand complex information and give informed, appropriate advice	*	
	Excellent computer and IT skills, including a proven ability to write and record information	*	
	Ability to respond accurately to emails/texts/web chats	*	
	Work as part of a team	*	
PERSONAL QUALITIES	Be honest, punctual, reliable and trustworthy	*	
	Have an empathic and non-judgemental approach	*	
	A proven ability to work flexibly to meet the needs of the organisation	*	
	A commitment to, and respect for, confidentiality	*	