



### **Job Description**

Job Title:	Helpline Adviser
Ref:	HA-06.25
Primary Focus:	Helpline
Contract Type:	Permanent
Hours:	5 days (37.5 hours) per week
Salary/benefits:	£30,299 pa inclusive; access to pension scheme
Location/Team:	The post holder will be required to work at various locations and within different team settings, in line with business needs.
Reports to:	Helpline Coordinator – Helpline Services

### **PURPOSE of the ROLE**

The aim of the Age UK Islington helpline is an early intervention and prevention service that works with people to identify and resolve the root causes of their problems with the aim of preventing escalation of the problem. Optimised for residents/clients looking for answers to simple information requests to help themselves in looking after their wellbeing, both as preventative opportunities and in dealing with current issues. The purpose of the offer is to support early resolution and problem-solving to help people to become more self-sufficient and resilient.

You will have responsibility for ensuring the Helpline service is provided effectively and efficiently on a day-to-day basis. You will be able to develop effective partnerships and positive relationships with professionals across organisations.

You will be an excellent communicator and able to prioritise daily challenges and expectations. You will be confident in making sound decisions that respond flexibly and quickly to changing needs that arise in a range of community setting requirements.

The Helpline Adviser will provide up-to-date, accurate and impartial information and support to Age UK Islington's clients. You will need to respond sensitively to those who call, email, write and contact us via social media, also including carers, employers, and healthcare professionals. Supported through an ongoing programme of coaching, updates, and personal development, you will deliver the highest quality service, ensuring that we are responsive to clients' needs and striving to ensure that everyone who contacts us feels that they have a positive experience of Age UK Islington. Working within a framework of customer focussed policies and processes, you will be part of a team that is committed to continuous improvement and will regularly contribute to the development of the service in order to meet evolving client needs and expectations.

To provide greater opportunity for people to contact the helpline, the service is open 9:00 am – 5:30 pm, Monday to Friday.

## Summary

To provide a Helpline Advice service and associated administration duties.

To take telephone calls from clients in a professional and courteous manner.

To record all essential information accurately on a Customer Relationship Management (CRM) system. To pass calls to the appropriate caseworkers following triaging protocols.

To assess the needs of the caller and implement necessary action ranging from providing high quality information and support to making a referral to the appropriate available service using the embedded directory of services.

## Main Responsibilities and Duties

1. Provide high-quality information and support in an empathic and professional approach via telephone, email, letter, and social media platforms to clients.
2. Accurate and timely data capture of enquiries working alongside agreed measures required by the helpline
3. Work within the policies and processes in place for the service, including call handling processes, data input and management, quality assurance processes and safeguarding procedures.
4. Escalate difficult issues, queries or complaints in a timely and appropriate way and take responsibility for any ongoing actions to ensure issue/query/complaint is resolved.
5. Provide input into projects as required to ensure that the helpline is represented internally, across Age UK Islington activities.
6. Act as an ambassador of Age UK Islington at external events and meetings in order to promote the work of the helpline and wider services.
7. To take telephone calls from clients and accurately record all essential information on our CRM system.
8. On receipt of a client call, search computerised client records, checking client details and client confidentiality, working within Age UK Islington requirements.
9. Identify callers requiring an immediate response and refer to appropriate service and or caseworker.
10. The post holder must at all times respect client confidentiality and, in particular, the confidentiality of electronically stored personal data in line with the requirements of the General Data Protection Regulation (GDPR).
11. Advise the Helpline Coordinator of any problems and take appropriate action as directed.
12. Contribute to the continuous improvement of service provision in Age UK Islington communicating service user feedback to the managers where appropriate.
13. To perform any other relevant duties that may be determined by the changing needs of the service.

14. Be able and confident to identify the need and take action to modify and adapt methods of communication to account for the differing needs of callers especially in stressful and difficult situations.
15. To be confident in adapting, escalating and maintaining control when dealing with safeguarding situations under pressure.
16. Promptly refer any issues/concerns outside the scope of the post holder's responsibilities to the Helpline Coordinator.
17. Reflect the diversity of needs in the community by utilising all available resources to facilitate access to the service where there are barriers to communication and understanding, e.g. text phone, interpretation services.
18. Make use of supervision, peer support, training and learning opportunities.
19. The post holder must be aware of individual responsibilities under the Health and Safety at Work Act and identify and report as necessary any accident incident or potentially hazardous environment.
20. The post holder must work in general accordance with all other organisation's policies and guidelines at all times.
21. The post holder must at all times carry out duties and responsibilities with due regard to the organisations' equal opportunity policies and procedures.

This job description is intended as a guide to the main responsibilities of the post and not as an exhaustive list of duties and tasks. The post holder may be required to undertake other duties appropriate to this grade, which are not listed above, at the direction of the line manager and/or CEO. The job description may be amended from time to time after consultation with the post holder.

PERSON SPECIFICATION				
Factors	Description	Essential	Desirable	Assessment
Experience/ Qualifications	No specific qualification – demonstrable experience and knowledge are most important.		√	App/Int
	At least one year's full-time (or two years' part-time) experience in an advice-giving or counselling, customer facing role, in either a voluntary or paid capacity.	√		App/Int
	Experience of using customer relationship management (CRM) databases.	√		App/Int
	Minimum of one-year direct experience of working on a Helpline or other similar telephone support, preferably in a health-related or similar environment.	√		App/Int
Skills	Competence in MS Office skills (in particular Outlook, Word and Excel).	√		App/Int
	Excellent written and verbal communication skills, with ability to communicate complex and sensitive issues with ease.	√		App/Int
	Proven ability to make effective decisions in a fastpaced environment.	√		App/Int
	Excellent planning and organisational skills with good attention to detail and the ability to work on multiple tasks simultaneously.	√		App/Int
	Strong listening and communication skills, with understanding and empathy to help inform, challenge and influence effectively.	√		App/Int
	Work closely with the rest of Age UK Islington services teams, to demonstrate/be able to access up-to-date knowledge of the work of the organisation and current developments in services.	√		App/Int
	Ability to work independently and proactively with minimal supervision to deadlines, as well as being a supportive team player.	√		App/Int
	Ability to give and receive feedback objectively and sensitively and a willingness to challenge constructively.	√		App/Int
	Ability to maintain confidentiality sensitively and appropriately.	√		App/Int
Knowledge	Basic knowledge of data protection and safeguarding procedures backed up with experience of using these processes.	√		App/Int
	An understanding of the broad range of problems people of all ages including their family and carers in all situations (health & wellbeing) encounter in their daily lives and can offer appropriate information/advice and practical solutions.		√	App/Int

General	Strong commitment to high standards of service delivery and customer care	√		App/Int
	Willingness to undergo further training or development.	√		App/Int

App = Application Stage

Int = Interview