



PRIVATE AND CONFIDENTIAL

Dear Applicant,



RE: Application

Thank you for your interest in the position of **Helpline Supervisor** at DrugFAM.

Please find enclosed:

- Job Description and Person Specification
- Application Form

When completing the application form, please ensure you evidence the responsibilities and requirements outlined in the job description and person specification in as much detail as possible. Failure to do so may result in your application not being shortlisted.

Clearance for this role: Enhanced DBS.

Please return completed application form to **DrugFAM** Email: sarah@drugfam.co.uk

Closing date for all applications: Friday 29 September

All applicants will be treated in line with DrugFAM's Equality and Diversity Policy. Please note that if you do not hear anything back from us within 14 days of the closing date of the vacancy then your application has been unsuccessful.

References: Appointment will depend on satisfactory references being obtained from present or past employers.

If you have any further queries about completing the application form, please contact the Chief Executive Officer, as per the job advert.

We would like to take this opportunity to wish you all the best with your application and look forward to receiving your form in due course.

Yours sincerely

Sarah Bromfield
Chief Executive Officer



Job Description

Job Title: Helpline Supervisor
Reports to: Chief Executive Officer
Hours: 37.5 hours (to include some evenings, weekends and public holidays)
Salary: £26,000
Benefits: 25 days holiday, plus statutory bank holidays
Pension: DrugFAM offers a pension contribution



Job Purpose:

We are looking for a passionate Helpline Supervisor to join our hardworking but friendly team. You will play a key role in providing emotional support to families, friends and partners affected by someone else's drug or alcohol misuse; including those bereaved by addiction. Our services include a busy helpline, support groups, annual bereaved by addiction conference and young people's bereavement project. We also work in prisons, schools and community settings.

The Helpline Supervisor will work flexibly to support the development of the helpline service; this will include weekend, evenings and public holidays on a rota basis. The role will also include the facilitation of an evening support group when required. You will have previous experience of supporting and mentoring volunteers and supervisory processes. This role requires a satisfactory enhanced children and vulnerable adults DBS clearance. The applicant must be able to drive a car and have access to a car for work purposes.

Main Accountabilities

1. To ensure effective service delivery of the helpline to Helpline Standards through the recruitment, training, support, peer mentoring and management of helpline volunteers (including homeworkers)
2. To support employees and volunteers making risk assessments to decide and implement appropriate safeguarding action in line with DrugFAM's policies on safeguarding children and vulnerable adults. This will include appropriate follow up and referrals to external agencies.
3. To ensure the collection, collation, interpretation and distribution of accurate data so that helpline activities can be analysed and interpreted for the purposes of funding validation, statutory reporting and to provide the basis for further service improvement.
4. To promote and represent DrugFAM at relevant forums, external events and meetings, as agreed with the CEO and to attend and represent DrugFAM on internal and external groups in order to influence and support service innovation and development.
5. To work within DrugFAM's supervision policy in order to provide effective support and performance guidance to the volunteers and employees who answer the helpline calls.
6. To provide guidance to external professionals who access the helpline in order to answer questions or signpost appropriately to alternative agencies/bodies.
7. To work within all DrugFAM policies and procedures, including its Safeguarding, Equality and Diversity Policy, Data Protection Policy and Health & Safety Policy.

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8. Contribute to the organisation's overall objectives through active participation in team meetings, one-to-one discussions and other activities as required.

9. To contribute towards the management of the helpline budget ensuring that all relevant financial processes are completed accurately and on time.

Nature and Scope of Role

The role of the Helpline Supervisor is at the forefront of DrugFAM's service delivery. The service is made available 9.00am – 9.00pm, 7 days a week including Public Holidays. The role includes evening support group facilitation and cover.

The Helpline Supervisor is the first point of contact for clients and professionals and is responsible for delivering a high quality service of emotional telephone support, practical advice and information.

He/she is accountable for the production of rotas and personally answering calls as well as listening to calls received to assess for quality and training purposes.

As the service is delivered primarily through volunteers the Helpline Supervisor must ensure he/she understands the legal requirements for volunteer management as well as the expectations for managing employees who may provide some helpline support. This means he/she will be responsible for working with the Chief Executive or on his/her own to ensure the number and quality of volunteers required to maintain full cover are recruited, trained and properly supervised. He/she is also expected to keep up to date with safeguarding and other relevant legislation.

The post is funded for 3 years by a Big Lottery grant and as such the job-holder will need to ensure service delivery and services are monitored, reviewed, evaluated and reported against objectives, targets and any agreed funding criteria.

In addition to the day-to-day operation of the helpline the job-holder will be expected to offer peer mentorship and as a member of the small DrugFAM employee team to work flexibly with other team members and the CEO to improve existing services and, if appropriate, build new ones.

Key Relationships

Internal

Helpline support workers, including volunteers and employees, CEO, Trustees, Data Manager and the administrative team

External

External agencies, including local authority, public health, drug and alcohol services, and other relevant local agencies and other DrugFAM supporters

The above description is not exclusive or exhaustive and the job holder will be required to undertake such duties as may reasonably be expected within the scope and level of the post. All members of staff are required to be professional, co-operative and flexible in line with the needs of the charity.

Person Specification

	Essential	Desirable
Experience	<ul style="list-style-type: none"> • A good understanding of the impact of substance misuse on families or the demonstrable ability to learn this quickly • Team working experience • A good general level of education, with at least 2 years of relevant work experience • Experience of delivering first contact services • Experience of setting, and meeting targets and key performance indicators • Line management experience 	<ul style="list-style-type: none"> • Demonstrable experience of working on a helpline as a volunteer or in a paid capacity • Experience of working within the education/health/social care/voluntary sector • Experience of providing advice, advocacy, information, support • Experience of leading a team of volunteers who are supporting others in times of increased vulnerability • Knowledge and experience of working with families and those affected by addiction in a range of statutory and non-statutory agencies • Up-to-date knowledge of child protection systems, best practice, research and legislation • Experience of making risk assessments in relation to adults and children and providing appropriate intervention • Level 3 or 4 certificate qualification in a related area – health and social care, education, counselling or drug and alcohol field.
Knowledge and Skills	<ul style="list-style-type: none"> • Strong people management skills, including performance management, team and individual development • Good listening, support and advice skills with the ability to assess the needs of callers • Knowledge of and skills in effectively monitoring calls, assessing work and improving the skills of others. • Experience in setting and 	<ul style="list-style-type: none"> • Understanding of the impact of addiction including bereavement on family, friends and partners • Demonstrable ability to support and direct staff / volunteers and identify training needs • Experience of and skills in partnership working • Good IT skills, including confidence and experience of using data based systems • Training and facilitation skills

	<p>maintaining professional boundaries</p> <ul style="list-style-type: none"> • Experience of managing self and others within a stressful and emotionally demanding environment • Organisational and planning skills • Excellent communication skills, written and oral, including accurate spelling and grammar and the ability to present with confidence • Good interpersonal skills • Valid driving licence and own car for work purposes 	
Attitudes	<ul style="list-style-type: none"> • Willingness to be flexible and travel to meet the needs of the service • Ability to work evenings and weekends on a rota basis (to include public holidays) • Ability to empathise with all callers, regardless of race, gender, age, religion, nationality, marital status, sexual orientation or disability • Ability to be open minded, non-judgemental and have a willingness to question your own attitudes • Innovative, creative, flexible, energetic and enthusiastic approach • Evidence of continual personal development and willingness to learn new skills. 	