

grieffalk Helpline Manager

Job Title: grieffalk Helpline Manager

Location: Grief Encounter Central Offices, Mill Hill Broadway

Responsible to: Clinical Operations Manager

Responsible for: Grief Talk Coordinators and Advisors

As required in role Hours: Monday-Friday - 40hrs p/w over X5 days with a X1 hour paid break per day. **Variable shift pattern, with at least X3 shifts per week being between the hours 13:00 – 21:00 to accommodate service operating times.**

Salary: £34,000 - £37,000 (FTE)

Purpose of post:

We support bereaved children and their families to help alleviate the pain caused by the death of someone close. Our services are free, funded through the generosity of our supporters.

We are looking for an enthusiastic and empathetic Helpline Manager to help us with the day-to-day operation of our grieffalk helpline. Daily tasks include line management of Coordinators, Paid Advisors and Volunteers who supporting bereaved individuals by email, phone and web-chat. Other duties include assisting with the coordination of advisors, maintaining Helpline resources, assisting with marketing, signposting, updating relevant databases reporting and general administration relevant to grieffalk processes.

Key responsibilities and duties:

- To ensure the service is adequately resourced by providing frontline bereavement support services via the Grief Talk helpline (calls, emails and web-chat)
- Management of rotas (including sign-ups, cover and absences)
- Line management of up to X4 part-time Coordinators
- Promoting a positive working environment by providing less experienced staff members, contractors, volunteers and new inductees with emotional and listening-based peer-support following challenging calls
- To act in the capacity of Safeguarding On-call Manager (OCM) between the hours of 09:00 – 17:00, ensuring that the service adheres to internal and statutory requirements.
- To act in capacity of Safeguarding On-call manager between the hours of 17:00 and 21:00 on a rota basis, alongside other staff.

- Resources: Maintaining inventory and distribution lists for Grief Encounter resources and information packs
- General helpline support – including responding to calls, emails and web-chat requests from bereaved families wishing to obtain support and/or more information about the organisations and service provision(s)
- To ensure the collection, collation, interpretation and distribution of accurate data (via the Grief Encounter *Call Handling* Data Capture Forms) so that helpline activities can be analysed and interpreted for the purposes of funding validation, reporting and service improvement (**training will be provided for relevant systems/processes**)
- To promote and represent Grief Encounter at relevant events and meetings, alongside other staff members and volunteers, as agreed with the Senior Management Team
- To work within Grief Encounter's management and supervision policies to provide effective support and guidance to other helpline staff and volunteers alike
- To provide guidance to external professionals who access the helpline in order to answer queries with an emphasis on providing signposting support for services outside of Grief Encounter's remit
- To work within all policies and procedures, including its Safeguarding, Equality and Diversity Policy, Data Protection Policy and Health & Safety Policy
- Contribute to the organisation's overall objectives through active participation in team meetings, one-to-one discussions and other activities as required
- To contribute towards management of the helpline budget - working with the Senior Management Team to ensure all relevant financial processes are completed and funds are used appropriately.

General tasks:

- Recruitment, training and induction of advisors (paid and voluntary) – Ensuring the service continues to meet minimum staffing requirements through effective recruitment, training and induction of volunteer advisors
- Literature creation: Providing written copy and helping to update and maintain literature relevant to Grief Talk (including induction documents, signposting guides, other helpline resources and policies documentation)
- Development and maintenance a list of reputable signposting agencies/services for use by Helpline staff and Volunteers.

Supporting the senior management, and other Grief Encounter teams with the development and success of key projects designed to increase the reach of and access to the service(s).