

JOB DESCRIPTION

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| JOB TITLE: | Grief Talk Coordinator |
| LOCATION: | Home working and from Head Office in Mill Hill, NW7 |
| RESPONSIBLE TO: | Helpline Manager |
| RESPONSIBLE FOR: | Grief Talk Advisors (Peer-Support Basis in Agreement with Helpline Manager) |
| HOURS: | 18hrs p/w – inclusive of 2 evening shifts (finishing at 9pm). |
| SALARY: | £15,444 per annum (£16.50 p/h paid gross) for 18 hours worked per week. <i>Full time equivalent: £34,320 per annum.</i> |

JOB PURPOSE:

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 Coordinator to help us with the day-to-day operation of our Grief Talk helpline. Daily tasks include supporting bereaved individuals by email, phone and web-chat. Other duties, under supervision of the Helpline Manager include assisting with the coordination of advisors, maintaining Helpline resources, assisting with marketing, signposting, updating relevant databases (**training provided**) and general administration relevant to Grief Talk processes. The role is to support the Helpline Manager.

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). The role of a coordinator will also include assisting with design of rotas to help promote minimum staffing-levels across evenings, weekends and bank holidays

- Promoting a positive working environment by providing less experienced staff members, volunteers and new inductees with emotional and listening-based peer-support following challenging calls
- Resources: Maintaining inventory and distribution of 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) as required.
- 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, reporting and service improvement (**training will be provided for relevant systems/processes**)
- To promote and represent Grief Encounter at relevant events and meetings, 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 Helpline Manager to ensure all relevant financial processes are completed accurately and on time
- To be the first point of contact and support for the volunteers and assist them with any safeguarding concerns.
- To be the responsible safeguarding officer for the shift

GENERAL TASKS:

- Assisting with Recruitment: (Co)-drafting and reviewing job-document content, and communications. Assisting the Helpline Manager with sifting of applicants
- Upkeep of candidate application database (**training will be provided for relevant systems/processes**)
- Literature creation: Providing written copy and helping to update and maintain literature relevant to Grief Talk (including induction documents, helpline resources and policies documentation)
- Develop and maintain a list of reputable signposting agencies/services for use by Helpline staff and Volunteers.
- Assisting with shift rotas to ensure adequate cover is provided on the helpline

CONFIDENTIALITY

Attention is drawn to the confidentiality aspects of this post. Matters of a confidential nature, including information relating to clients or staff must not under any circumstances be divulged to any unauthorised person.

Please be aware this position is made subject to receipt of a completed Enhanced Disclosure and Barring Service check.