**Job Description**

**Post:** Helpline Advisor

**Hours per week:** 25

**Salary:** £21,893 - £24,176 (pro-rata) plus a 3.5% shift increase.   
(£16,660 – 18,398 actual annual salary for 25 hours)   
Upper end for 3+ years experience in a helpline role. Salary offer would be confirmed prior to interview.

**Contract:** Permanent

**Location:** Home based

**Our Values**

At Beat, we share the vision of an end to the pain and suffering caused by eating disorders. We are inspired by the people we serve, by the difference we can make, and by our commitment to each other.

To make our vision a reality, we need to be bold. It takes a particular courage for our beneficiaries to ask us for help. And we need to be courageous in return – being proactive in seeking new opportunities, embracing new ways of working, and challenging things that are preventing our vision from becoming a reality.

Central to our success is our commitment to building and maintaining supportive and mutually empowering relationships with our colleagues, supporters and beneficiaries. In turn, these relationships provide us with unique experience and learning, which we use to speak with both compassion and authority about the realities of eating disorders.

We also believe that people performing at their best are happier in their work and that happy people perform at their best. So we create and protect a trusting and collaborative environment where people can experiment, learn and flourish.

We all have the responsibility of ensuring our behaviours and relationships reflect these values on a day-to-day basis and for holding ourselves and each other accountable when they do not.

When we get this right, we will achieve brilliant results together, making Beat a truly inspiring and enjoyable place to work.

**Purpose of the post**

Your role will be to support the Helpline team, ensuring that incoming contacts from our beneficiaries receive high quality, timely support when they need it. Beat are receiving more contacts than ever before, this is an opportunity to make a difference to the lives of each and every person that gets in touch, this includes sufferers, family, friends, supporters and more.

**Relationships**

Reporting to the Deputy Helpline Manager, Helpline Advisors will work as a member of the Helpline team, supporting helpline colleagues and volunteers on shift, sharing experience and skills.

**Key Responsibilities**

1. Respond to service users who contact us through our telephone helpline, email, webchat service and online support group sessions, in line with Beat’s helpline service training, protocols and templates.
2. Identify service user needs, record the results of the assessment and provide a tailored response delivering advice, emotional support, signposting on to another appropriate service, or by directing referrals to an appropriate colleague etc.
3. Accurately enter service user information and data on services provided and feedback received into central systems.
4. Mentor and support volunteers through their induction and give constructive feedback to aid their development.
5. Be responsible for own administration associated with providing the services.
6. Participate in daily debriefing sessions to share learning and support colleagues.
7. Play a key role in ensuring a highly cohesive team of staff and volunteer colleagues.
8. Keep up-to-date and well informed on issues and developments relating to eating disorders.
9. Participate in co creations with service users online to facilitate co design of future support services
10. Contribute to the preparation of information-based resources including template replies, information materials and web pages.
11. Identify own learning and development needs and seek opportunities to address them.
12. Carry out any other duties relevant to the role as directed by the line manager or their deputy.

These responsibilities are subject to review and may be varied in emphasis depending on operational requirements.

**Person Specification –** Helpline Advisor

Candidates should take each of the points below and, using each as a sub-heading in the application form, demonstrate how they meet the requirements of the role.

Relevant Experience

* Experience of providing high quality support to members of the public, either in a customer service or healthcare setting, obtained in a helpline or online environment. Ideally, six months experience as a Beat Volunteer.
* Experience of giving constructive feedback to peers, colleagues or volunteers to aid their development

Personal Competencies

* Excellent listening and verbal communication skills, with the ability to empathise with people expressing high levels of emotional distress
* Ability to work co-operatively as part of a highly cohesive and supportive team whilst working remotely
* Ability to perform effectively in a changing work environment, being open to new methods of working
* Good time management with the ability to prioritise own work and meet deadlines

Specific Knowledge

* An understanding of mental health issues, ideally including eating disorders
* An awareness of the principles of safeguarding vulnerable people
* Competent computer skills and familiarity with Microsoft Word, Microsoft Excel and Microsoft 365