

Helpline and Information Officer – Job Description and Person Specification

The Sickle Cell Society are looking for two new Helpline and Information Officers to work in partnership with people living with sickle cell, their families and carers, to provide independent advice, information and support.

Post: Helpline and Information Officer

Base: Flexible, at home initially and at Sickle Cell Society Office, 54 Station Road, London NW10 4UA

Accountable to: Communications and Social Media Officer

Working Hours: This is a job share covering the Helpline Service (Monday to Friday, 10am-5pm).

There are two different contracts available, which together will cover the Helpline hours as well as overlapping hours to enable the two officers to better work together. One role will take a lead in the job share.



Role 1: Helpline and Information Officer Lead

Working Hours: 21 hours per week flexible working

Salary: £14,100 (£23,500 pa pro rata)

Role 2: Helpline and Information Officer General

Working Hours: 21 hours per week flexible working

Salary: £14,100 (£23,500 pa pro rata)

Job Purpose

To work in partnership with people living with Sickle Cell Disorder (SCD), their families and carers, to provide independent advice, information and support for them and to represent their interest in obtaining the health and social care services together with any benefits they may need and to which they are entitled.

About the Sickle Cell Society:

The Sickle Cell Society is the only national charity in the UK that supports and represents people affected by a sickle cell disorder to improve their overall quality of life. Our aim is to support those living with sickle cell, empowering them to achieve their full potential.



To Apply

Please complete our Application Form and send it to miriam.williams@sicklecellsociety.org before the closing date stating clearly if you wish to apply for **Role 1 (Helpline Lead)** or **Role 2 (Helpline General)**.

Please note that we do not accept CVs and all applicants must reside in the UK.

Closing date for applications: 21st April 2022

Interview date by Zoom or Microsoft Teams: w/c 25th April

Additional responsibilities for Role 1 – Helpline Lead

- To take responsibility for the overall running of the Helpline, leading on the main responsibilities and duties of the role, ensuring enquiries are responded to in a timely manner
- To take responsibility for the development of the Helpline service
- To regularly collect data and to produce quarterly and annual reports of the Helpline and Information service, as well as information for the Impact Report
- To be responsible for recruiting and managing Helpline volunteers

Additional responsibilities for Role 2 – Helpline General

- Take on responsibility for responding to Helpline enquiries during overlap hours
- Support the Helpline lead in collecting data
- Support any Helpline volunteers



Key responsibilities and duties of the Helpline Officer (both roles)

- To provide advice, information and support to SCD service users, their families and carers either by telephone, email, online or by arranging meetings at the SCS offices where required
- To keep the Society's email inbox up to date
- To keep accurate electronic records of advice, information and support provided
- Provide monthly monitoring data of contacts to the service
- To be knowledgeable about SCD and confident in informing service users, families and carers on all relevant topics
- To signpost or refer service users, carers and families to appropriate services or agencies to help achieve successful outcomes to helpline enquiries
- To work closely with NHS services and other statutory and non- statutory agencies, where necessary in supporting individuals with SCD and their families.

- To support service users in processes such as complaints and benefits applications
- To respect confidentiality in all aspects of the work, combined with the need for information sharing with appropriate SCS staff and external services and agencies
- To co-ordinate the SCS information publications to ensure they are up to date, accessible to service users, families, carers and other agencies (NHS, Local Authorities, Industry)
- To work closely with the SCS Communications and Social Media Officer and other SCS staff to raise awareness of the helpline service

Expectations

- To ensure all work with service users, carers and families as well as external agencies is managed professionally and effectively
- Report to line Manager any issues of safeguarding and quality of care arising from work of the post
- To ensure regular communication and liaison with SCS staff colleagues as appropriate
- To act as a member of the Sickle Cell Society team and carry out any reasonable duties that may be required
- To act as an Ambassador for the Sickle Cell Society
- To be able to work flexibly
- To undertake training and development as required
- To participate in the development and improvement of the helpline service
- To identify trends and issues concerning people with SCD
- To work in collaboration with the other helpline officer to ensure the smooth running of the helpline service

Person Specification

You are advised to read the following notes carefully. The requirements listed are all essential or desirable for the above role. You must show in your application how you meet them. Where an application form is shown as the method of assessment, you must show on the application form how you fulfil the criteria, even if other methods of assessment are applicable, rather than simply repeating your career history. Look at the requirements of the post and provide evidence that you possess them by giving examples.

E- Essential

D- Desirable

Qualifications

- GCSE English & GCSE Maths or equivalent –E
- Graduate –D

Experience

- Experience of supporting people living with chronic illness or disabilities – E
- Ability to work on own initiative, taking advice and seeking support where necessary- E
- Good listening skills and ability to understand and empathise with people’s needs over the telephone, in person and through social media- E
- Ability to work effectively as part of a team- E
- Experience of producing written information for a variety of audiences- D
- Experience of social policy work – D
- Experience of developing and improving a service – D
- Experience of providing generalist advice and support to people in areas such as welfare benefits, disability, care, employment ,mental health and wellbeing – E
- Experience of working in a role providing information to the public through telephone and email –E
- Ability to use own initiative to manage a broad range of enquiries -E
- Experience collecting data - E
- Experience analysing and reporting data to improve services and assist grants and fundraising **(for Lead Role)** - E
- Experience managing staff and/or volunteers **(for Lead Role)** - E

Knowledge

- Good knowledge and understanding of SCD and the issues that impact on those living with SCD, their carers and families- D
- Knowledge of the UK benefits system, particularly in regard to people with health conditions- E

Competencies

- Possesses excellent written and oral communication skills- E
- Ability to work under pressure and prioritise and manage workload – E
- Ability to research and identify appropriate sources of referral options -E
- Possesses excellent IT skills including Microsoft Word, Excel and PowerPoint-E
- Commitment to continue self development and willingness to undergo training as required-E
- Ability to get things done in a timely manner-E
- Ability to use electronic database to record, monitor and retrieve information – E
- Experience of using google forms, excel, survey monkey to produce reports from these – E