



Post: Guide-Line Telephone Support Worker x 2 posts
Hours: 8pm-12am (Post 1 is 12hrs/3 shifts and Post 2 is 16hrs/4shifts)
Salary: £11.75 per hour
Location: Kenburgh House, 28 Manor Row, Bradford, BD1 4QU
Responsible to: Service Manager
Pension: **We operate a contributory pension scheme, which you will be auto-enrolled into (subject to the conditions of the scheme).**
Probationary Period: 6 months
Closing date: 10am Monday 23rd March 2020
Interview date: Thursday 26th March 2020 (between 9am-5pm)

Main purpose of the role

We are looking for passionate and committed people for this role, which involves providing support to people calling Mind in Bradford's Guide-Line telephone helpline service.

Guide-Line is for residents of Bradford, Craven, Airedale and Wharfedale and offers confidential mental health support, guidance and signposting. It is receiving an increasing number of calls and we currently deal with around 2,000 calls per month. There is already a dedicated team of staff and volunteers in place, who have experience and passion for delivering the best possible service. This is a 365-day-a-year helpline, which is currently open from 12 noon to 9pm but is set to expand until 12am.

Guide-Line was an 18+ service but we have opened this up to all ages from 1st March and we are in the process of adding a live chat facility so people in need of support have another way of receiving support other than just the traditional method of a phone call.

Mind in Bradford

Mind in Bradford is a registered charity and has a Board of Trustees (The Board) which is legally accountable for the activities of the organisation.

Our purpose (why we exist): is to promote mental well-being and empower and help people experiencing mental health problems to manage and work towards recovery and fulfilment.

Our Mission (what we do):

- We build community and individual resilience for better mental well-being
- We provide early intervention advice and support
- We support people in crisis
- We empower and help people to recover and sustain improved wellbeing

The Board is responsible for governance (steering and accounting for the organisation) whilst day-to-day management functions (getting things done) are delegated through the Chief Executive to employees within the organisation.

Key duties and responsibilities:

Service Specific

- To provide telephone support to those clients that ring the Guide-Line service and in the near future to provide support via a live chat style service.
- To signpost to relevant services for additional support where necessary.
- To support and signpost to crisis services such as First Response, Haven, Sanctuary.
- To record information electronically via our recording systems.
- To work effectively with and to support other co-workers on shift.
- To maintain up to date records of clients using these services.
- To provide a safe, non-judgmental environment for clients to discuss their issues or concerns.

Generic

- To accept and work within the organisations policies and procedures and assist in promoting the organisations aims and objectives.
- To have an understanding of and commitment to equal opportunities and diversity.
- To remain calm under pressure and be able to manage your own workload.
- To commit to training and self-development and to undertake any training required to carry out the duties of the post.
- To promote all aspects of the service and enhance the public image of Mind in Bradford.
- To be familiar with and work within the policies, mission and values of the organisation.
- Ensure that the rights of people with mental health issues are respected and promoted throughout the organisation in accordance with its values and that clients are treated with respect at all times.
- Be familiar with the Mind in Bradford 'Code of Conduct' and to ensure that it is followed at all times by staff, volunteers and clients.
- To undertake any other reasonable duties as required to ensure the smooth running of Mind in Bradford.

Guide-Line Telephone Support Worker

	Essential	Desirable
Qualifications	<ul style="list-style-type: none"> • A minimum of 5 GCSE's (or equivalent) grades A-C (must include English and Maths) • Evidence of ongoing professional development 	<ul style="list-style-type: none"> • A degree in an area related to mental health or equivalent • A diploma in psychotherapy, counselling, coaching or other professional interventions • An NVQ Level 3 qualification or above in mental health or similar
Experience	<ul style="list-style-type: none"> • Experience of working with adults who have or have had mental health challenges • Experience of working in a mental health setting • Experience of supporting vulnerable clients in a clear, concise, meaningful and non-judgmental way • Excellent IT Skills, including use of Microsoft Packages and online recording systems 	<ul style="list-style-type: none"> • Experience of supporting clients via telephone • Experience of working on a telephone helpline • Experience of using an electronic recording system for client/patient details • Experience of providing 1-1 support

<p>Skills and Abilities</p>	<ul style="list-style-type: none"> • Excellent proven communication and organisational skills • Ability to work as part of a team • Ability to work alone and use own initiative • A non-judgmental attitude in relation to mental illness and its manifestation in behaviour • Ability to encourage, engage and involve people in ways that promote their involvement, independence, resilience and achieve positive changes in their lives 	<ul style="list-style-type: none"> • Car driver with full UK driving licence and access to own transport • Recently completed Safeguarding training for adults and children
<p>Knowledge</p>	<ul style="list-style-type: none"> • Understanding of current issues faced by people with mental health issues • Knowledge of other community organisations and charities in the area that can support Mind in Bradford clients • Has an understanding of the effectiveness of talking therapies and telephone support services • Knowledge and understanding of risk management and health and safety issues 	<ul style="list-style-type: none"> • Understanding of Safeguarding and good practice • General knowledge of mental health and wellbeing through lived experience • Understanding of confidentiality and data protection
<p>Attitude and Personal Attributes</p>	<ul style="list-style-type: none"> • Understanding of and commitment to equal opportunities and diversity. • Commitment to providing person centred services. 	

	<ul style="list-style-type: none">• Understanding that mental health difficulties are a natural part of life.• Healthy and secure personal boundaries• Understanding of and commitment to the Mind in Bradford values of Partnership, Inclusivity, Empowerment, Excellence and Responsibility.	
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