

JOB DESCRIPTION

Job title: Helpline officer/training assistant
Responsible to: Director of Operations
Salary: £20-24,000 pro rata (depending on experience)
Hours: 18-20 hours per week (*Flexibility is required in hours of work as normal shift will coincide with helpline opening times 12pm – 12am 7 days a week.*)
Contract: Permanent, part time
Location: North West London

Overview of role

The Muslim Youth Helpline (MYH) is a national award winning charity providing faith and culturally sensitive support services to young people in the UK. Its core service is a free and confidential helpline open seven days a week via telephone, email, internet chat and text. MYH is a dynamic organisation that puts service to its clients at the heart of everything that it does.

We are seeking to appoint a helpline officer to join the Support Services team to ensure the smooth day to day running of shifts during helpline hours. They will be responsible for supervising Muslim Youth Helpline's telephone, email and online support channels, as well as for supporting our Prison clients. They will deliver the highest quality service user and volunteer care, while ensuring a consistent standard of service. They will also be involved in providing training to schools and Islamic Centre's on issues that young people are dealing with where required.

A psychology, health or social care background is preferred for this post and candidates should be of graduate caliber, working towards or equivalent. Youth work or experience of working in a supportive role is essential; qualifications and/or experience of counselling skills are desirable. Knowledge of the contemporary social and welfare issues affecting Muslim youth is also required.

The successful candidates will work within the Support Services staff team in supporting volunteer Helpline Workers in dealing with complex service user cases, as well as to implement Muslim Youth Helpline's policies, procedures and client care guidelines. They will also support the training department in delivering training within schools and Islamic centres/mosques on the issues affecting young Muslims and how they can be supported.

You will be an enthusiastic person with excellent interpersonal and organisational skills, who can work with flexibility, as well as firmness, when faced with varied and challenging situations. You will need to be passionate about working with and supporting young British Muslims, and enhancing the Support Services' dynamic and creative team.

Main responsibilities

- Supervise helpline shifts whilst also dealing with clients via telephone calls, internet chats and e-mails.
- Ensure smooth day to day running and supervision of volunteers on the helpline.

- Utilise shift time to cover any required admin tasks as detailed by the Helpline coordinator.
- Ensure a high standard of performance from volunteer Helpline Workers; offering advice, information and guidance as required
- Ensure volunteer Helpline Workers feel valued and supported and that their experience is positive and enjoyable
- Ensure volunteer Helpline Workers work within Muslim Youth Helpline's policies and procedures
- To provide practical and emotional support for all volunteers on shift:
 - Giving suitable feedback to helpline volunteers
 - Listening to volunteers' concerns following calls
 - Guiding / reassuring volunteers during their shifts
- To provide a high quality and consistent service to callers by ensuring that:
 - Muslim Youth Helpline policies and procedures are followed.
 - Caller action plans are followed and appropriate action is taken.
 - Calls are recorded appropriately.
 - All volunteers on induction are given balanced support, feedback and guidance.
 - The information systems in the help line room are used correctly.
- Supporting the training development in officer in delivering training to schools and Islamic centres by providing an insight in to client issues and how they are dealt with at the helpline.

Summary of terms and conditions

- Considerable flexibility is required in hours of work; normal shift hours are currently 6pm-12am on the weekdays and 12pm-12am on the weekends. Training hours are 9am-5pm.
- Successful candidates will be required to complete a minimum of 2 shifts (6 hours each) every week.
- Successful candidates will be required to attend annual update training sessions.
- Successful candidates will be required to attend clinical and staff supervision once a month or as required.
- Successful candidates will be required to attend a quarterly appraisal meeting with the Director of Operations.
- As the successful candidate will be expected to work with vulnerable young people, they will be required to submit an Enhanced Disclosure from the DBS **prior** to commencing work at the Muslim Youth Helpline. They will also be expected to sign the Confidentiality statement of the Charity.
- The post is based at the MYH offices in North West London.

Please send a covering letter and a copy of your CV with details of two referees to:
Furqan.taher@myh.org.uk

Deadline: 30th August 2016.