

JOB DESCRIPTION

Title: Helpline Assistant
Reporting to: Helpline Manager
Hours: 30 hours per week* (4 days equivalent)
Salary: £21,000 per year pro rata (£16,800 per year)
Holiday: 33 days per year (including public holidays) pro rata (26.5 days per year)
Location: OCD Action's main office in Islington, London, EC1
Duration: 2-year contract with a view to extending this subject to continued funding

*** You may apply for this role either to work the full 30 hours per week or to work on a job-share basis (e.g. to work 15 hours a week with another individual also working 15 hours per week).**

*** In either case, your exact working days and hours would be set in agreement with the Helpline Manager. Some evening and weekend working is likely to be required, in addition to daytime weekday hours.**

ABOUT OCD ACTION

OCD Action is the largest national charity focusing on Obsessive Compulsive Disorder (OCD), a debilitating mental health condition affecting around 1-2% of the population. We are here because OCD ruins lives, it tears families apart and leaves people isolated and exhausted. Our job is to help people affected by OCD to fight back. We provide support and information to anybody affected by OCD, work to raise awareness of the disorder amongst the public and frontline healthcare workers and strive to secure a better deal for people with OCD.

OCD ACTION'S HELPLINE

OCD Action's Helpline provides a telephone and email service which offers crucial one-to-one human contact, information and practical support to people with OCD, their families, carers and friends. For many callers it is their first time talking to somebody about their condition, and often the first step taken towards getting help. Through our Next Steps service, the Helpline also provides bespoke support to people going through treatment, guiding them through the challenging therapy process.

JOB PURPOSE

As Helpline Assistant, your role will be to support OCD Action's Helpline Manager in delivering an accessible and responsive service, in maximising calls answered and minimising gaps in provision. You will be receiving and responding to incoming Helpline calls, voicemails and support emails, and providing ongoing support to Next Steps clients. You will also support the Helpline Manager and Volunteer Coordinator with all aspects of Helpline volunteer coordination and assist with the general administration of the Helpline service.

RESPONSIBILITIES

Support and information requests

- Receive and respond appropriately to incoming Helpline calls
- Respond to Helpline voicemails and support emails

- Compile and send out information packs as required
- Refer callers to other OCD Action services as necessary
- Provide ongoing support to Next Steps clients

Volunteer co-ordination

- Assist Helpline Manager and Volunteer Coordinator with recruitment, training and induction of Helpline volunteers
- Assist Helpline Manager and Volunteer Coordinator with ongoing monitoring, support and supervision of all volunteers
- Assist Helpline Manager with scheduling of Helpline shifts
- Act as contact point for Helpline volunteers in Helpline Manager's absence

Administration

- Assist with the day to day administration of the Helpline service
- Assist Helpline Manager in measuring and recording all service outcome data
- Keep appropriate records, in line with OCD Action's and funders' needs, and with data protection legislation

General

- Work within OCD Action's policies and procedures, and contribute to their ongoing review and development
- Take part in the general activities of OCD Action, including team meetings, annual conference and other events, and our annual Week of Action, and contribute to our newsletter and website
- Recommend any required improvements to the Helpline Service to the Helpline Manager
- Undertake other duties, appropriate to the role of Helpline Assistant and to the needs of OCD Action, as agreed with the Helpline Manager.

HOW TO APPLY

To apply, please send a CV along with a covering letter outlining why you are interested in the position and how you meet the criteria in the person specification. Applications should be sent to christian@ocdaction.org.uk or by post to Christian Bower, Helpline Manager, OCD Action, Suite 506-507 Davina House, 137-149 Goswell Road, London, EC1V 7ET.

The deadline for this job application is 5.00 pm on Wednesday 31 October 2018.

Please note: Appointment to this position is subject to an enhanced DBS check and to receipt of references that are satisfactory to us.