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| **Post:** | **Helpline Adviser- Wellbeing**  |
| **Location:** | Hybrid (*a* **minimum** *of 40% is required in the office-Mondays and Thursdays)* |
| **Contract:** | Full time 34.5 hours |
| **Reports to:** | Team Leader - Helpline  |
| **Direct Reports:** | None |
| **Band:** | C |
| **Last Reviewed:** | September 2024 |

**Purpose of Role:**

At Epilepsy Action we are committed to creating a world without limits for people with epilepsy. All our roles contribute to achieving our ambition.

The helpline service provides advice and information to people affected by epilepsy including families, carers, healthcare and other professionals. This service is delivered across multiple channels including telephone, webchat and email.

The Helpline Adviser- Wellbeing will deliver epilepsy advice and information, providing tailored and ongoing support to individuals with a focus on wellbeing. The role involves offering confidential advice, providing guidance, resources, and interventions to support wellbeing.

**Accountabilities:**

The key accountabilities of this role include:

* Provision of information and advice through a range of channels
* Undertaking follow up/ casework sessions with service users
* Ensuring a quality service is delivered
* Provision of wellbeing resources, tools, and techniques to help individuals manage their wellbeing

**Responsibilities:**

**Strategic and organisational development**

* Responsible for Inputting information into the development of team / department plans and takes on a role in the delivery of services.
* Leading on projects within the department and within the relevant area of expertise
* Positively and proactively engages with organisational changes

**Service Delivery**

* Providing advice and information to service users in a timely manner
* Providing an inclusive and accessible service for service users
* Conducting follow-ups to assess the effectiveness of interventions and support
* Communicating effectively with service users across a wide range of channels including digital.
* Carry a caseload of service users
* Offer resources, tools, and techniques to help individuals manage their wellbeing inc. support plans
* Refer individuals to specialized services (e.g., counselling, medical professionals) when necessary.
* Supporting and empowering service users to make choices and take appropriate action when they are experiencing difficulties.
* Actively keeping up-to-date with generic and specialist epilepsy information and associated issues.
* Keeping an accurate record of service user information on the CRM in accordance with what is required by Epilepsy Action.
* Participate in initiatives to develop and improve services.

**Management of People and Resources**

* Responsible for supporting the wider organisations volunteer strategy and may have some responsibility for supervising volunteers
* Contributing to the epilepsy education and training of Epilepsy Action’s staff and volunteers as required.
* Ensuring any expenditure is within agreed budgets

 **Governance and Risk**

* Ensure compliance with relevant legislation and procedures including GDPR
* Ensure safeguarding legislation and organisational procedures are followed when required
* Ensuring best practise in line with the helpline accreditation framework
* Ensure all work meets the charity’s quality standards, complies with its corporate brand and with confidentiality, data protection, health and safety, equal opportunities and other legislation and established Epilepsy Action policies and procedures.
* Ensure all work is accessible and that the charity’s commitment to inclusion and equal opportunities is planned into all work in a relevant and effective manner.

**Stakeholder Relationships**

* Developing and maintaining a directory of relevant national and local organisations for signposting and referralpurposes
* Working collaboratively with other departments to ensure effective and successful provision of information and advice and signposting to relevant internal support
* Developing and building relationships with external stakeholders
* Positively engaging with relevant stakeholders to build sustainable relationships to improve and promote services

**Key relationships include:**

* Internal colleagues
* Advice providers (e.g CAB)
* Other epilepsy and relevant charities
* Statutory agencies e.g DWP, DVLA etc
* Pharmaceuticals
* Mental Health professionals
* Helpline’s partnership
* Health unlocked

**Other**

* Expected to have or gain an in-depth understanding of epilepsy.
* Completing any other duties relevant and appropriate to the role
* Keep up to date with issues relating to epilepsy and other related areas inc. attending training as appropriate
* Maintain own professional networks and promote Epilepsy Action on a local and national level

**Person Specification:**

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|  |  | **Essential** |  | **Desirable** |
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| **EXPERIENCE, KNOWLEDGE & QUALIFICATIONS** |  | * Recent experience of providing advice and/or information and guidance (in last 5 years)
* Experience of engaging with clients through telephone and digital channels.
* Experience of offering options to empower people to make choices and take appropriate action when they are experiencing difficulties.
* In depth knowledge and understanding of Mental Health issues, its effects on individuals functioning and interventions
* Experience of working as part of a team as well as on own initiative.
 |  | * Experience of managing a caseload
* Advice/ information and guidance qualification
* Experience of using case management/ CRM software
* Experience of working in the voluntary sector
* Relevant certifications in mental health support/ wellbeing coaching/ related area
* Knowledge of epilepsy
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| **SKILLS & ABILITIES** |  | * Ability to provide person-centred support, whilst maintaining professional boundaries
* Ability to adapt approaches to meet the varied needs of individuals with different backgrounds and circumstances.
* Ability to identify appropriate self help tools and techniques to improve resilience and wellbeing
* Good organizational abilities and attention to detail.
* Ability to manage multiple tasks and prioritize effectively
* Excellent verbal and written communication skills
* Ability to comply with company policies and to contribute to the delivery of plans
* Ability to work collaboratively with a diverse team and build positive relationships with a range of stakeholders
* Excellent IT and digital competencies
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| **VALUES & ATTITUDE** |  | * Demonstratable commitment to our vision, aims and values.
* Willingness to work flexibly and travel for business as required.
* Committed to ensuring people who work with us or use our services have a positive experience and receive quality services and information.
* Positively and proactively engages with organisational changes.
* Committed to maintaining up to date knowledge and relevant digital skills.
* Committed to ongoing personal development.
 |  | GCHQ Disability Confident Leader - GCHQ.GOV.UKMindful-Employer-logo-768×314 – BrisDoc Healthcare Services**Creating a world without limits for people with epilepsy!****We will make a difference by being:****Ambitious 🞟 Inclusive Empowering 🞟 Supportive** |

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