



Role Profile

Helpline Consultant

Team:	Helpline
Reporting to:	Helpline Manager
Responsible for:	N/A
Location	Remote

The role purpose

As a Helpline Consultant, you will provide specialist information, guidance and emotional support to brain injury survivors, their families and carers throughout the brain injury journey, from hospital admission and rehabilitation through to adjusting to the wide-ranging and often lifelong effects of brain injury.

You will also respond to enquiries from professionals and Headway charities and branches, providing accurate information and signposting people to relevant Headway services and appropriate external sources of support. Working as part of the Helpline team, you will use your knowledge, judgement and research skills to respond to complex enquiries with empathy, clarity and professionalism.

You will work with colleagues across Headway UK to share knowledge, improve services and raise awareness of the Helpline and the wider support available to people affected by brain injury.

Overview of the Department/Team

The Services Directorate leads Headway UK's direct support for people affected by acquired brain injury (ABI) and their families across the UK. The team delivers national services providing information, practical support and opportunities for connection throughout a person's brain injury journey.

These include the nurse-led Helpline, Emergency Fund, training, peer support, Justice Programme, Brain Injury Identity Card scheme and Approved Provider Scheme. The Network Support Team works closely with affiliated Headway charities and volunteer-led branches across the UK.

Key areas of accountability

- Provide an empathetic, professional and accurate response to Helpline enquiries received by telephone, web enquiry and email.

- Assess each enquiry and provide tailored information, guidance and signposting to Headway services and appropriate external support.
- Use professional knowledge, team expertise and further research to respond to complex enquiries.
- Maintain accurate, clear and timely records on the Salesforce CRM system.
- Follow safeguarding policies and procedures, including recording concerns, making referrals and liaising with external organisations where required.
- Maintain confidentiality and handle personal and sensitive information in line with data protection requirements.
- Work towards agreed service standards and contribute to increasing enquiries managed without compromising quality or care.
- Support work to raise the Helpline profile, including attending relevant events and conferences when requested.
- Keep up to date with brain injury research, developments, services and sources of support.
- Share knowledge and support colleagues to find solutions to complex enquiries.
- Build a good understanding of Headway UK services and the support available through local Headway charities and branches.
- Participate in team meetings, reflective practice, training and learning opportunities.

Undertake relevant administration, comply with Headway UK policies and carry out other reasonable duties.

Corporate responsibilities

- **Safeguarding** –Safeguarding is at the heart of what we do and every member of staff has a duty to ensure that they understand and follow safeguarding procedures to promote the welfare of our staff and service users.
- **H&S** –We are an employer who is committed to Health and Safety and you will have a role to play ensuring that we continue to embed a health and safety culture.
- **GDPR** – You will help ensure that we remain fully compliant of our obligations in respect of data.
- **Equal Opportunities** is a key value of Headway UK. Every member of staff has a personal responsibility to ensure that they behave in an inclusive way and contribute to our diversity goals.
- **You are an Ambassador for Headway UK** – We want all our staff, regardless of roles to be our Ambassadors, representing the charity and promoting the work we do.

Person Specification

Helpline Consultant

Criteria	Essential/ Desirable	Assessment Method Application/ Interview
Experience and Knowledge		
Experience of providing information, guidance or support to people with health, disability, social care or other complex needs.	Essential	Application/ Interview
Knowledge and understanding of acquired brain injury and its effects on individuals and families.	Desirable	Application/ Interview
Experience of responding to people who may be distressed, anxious or facing difficult circumstances.	Essential	Application/ Interview
Experience of handling complex enquiries and identifying suitable information and support.	Essential	Application/ Interview
Experience of maintaining accurate records using a CRM or similar database.	Essential	Application/ Interview
Experience of working on a helpline, advice service or telephone-based support service.	Desirable	Application/ Interview
Skills and Abilities		
A sensitive, calm and empathetic communication style.	Essential	Interview
Excellent verbal and written communication skills, including explaining complex information clearly and accessibly.	Essential	Application/ Interview
Sound judgement and the ability to assess needs, manage risk and respond to safeguarding concerns.	Essential	Interview
Ability to manage a varied workload, prioritise and maintain quality under pressure.	Essential	Interview
Ability to work independently and as part of a supportive team.	Essential	Interview
Good IT and administration skills, including Microsoft Office and the ability to learn Salesforce.	Essential	Application/ Interview
Other		
Demonstrate a clear understanding of safeguarding (adults at risk)	Essential	Interview
Demonstrate a clear understanding of equality of opportunity and diversity issues	Essential	Interview
Demonstrate a clear understanding of GDPR and the impact that it has on the role day to day including confidentiality and sensitive information.	Essential	Application/ Interview

Demonstrate a clear understanding of health and safety.	Essential	Application/ Interview
Appropriate workstation and set up to facilitate you working from home	Essential	Interview
Strong commitment to improving the lives of people affected by brain injury and to Headway UK values.	Essential	Interview

Please note this role is subject to an Enhanced criminal records check.