

Updated July 2024

Helpline Manager

Muslim Women's Network UK

Summary

Salary: Starting salary at £26,700 to £30,170

(depending on experience)

Hours: 35 hours per week

Location: Birmingham (at MWNUK offices)

Job Type: Permanent (subject to funding)

Deadline: Midday on Wednesday 14th August 2024

Interviews: Week commencing Monday 19th August 2024

Start Date: Monday 26th August 2024

About Us

Muslim Women's Network UK (MWNUK) (www.mwnuk.co.uk) is an award-winning national charity based in Birmingham working to advance equality and social justice for Muslim women and girls. MWNUK achieves its aims through research, campaigning, training, engaging with its membership, evidence-based advocacy, and by operating a culturally sensitive helpline and counselling service.

Who we are looking for?

A highly motivated and organised individual who is passionate about women's rights and has management experience of leading a small team, able to plan ahead, work with minimal supervision and able to use own initiative.

Job Description

Purpose of the Role

The Helpline Manager will manage and provide support and advice to a team of Helpline Support / Case Workers and Helpline volunteers who will be handling calls. The role will also include occasionally providing helpline cover during staff shortages. The helpline supports women on more than 45 different issues with the majority of call related to various forms of violence and abuse as well as mental health and wellbeing.

The Helpline Manager will be responsible in ensuring that the service continues to be culturally sensitive and be able to respond to a diverse population of women with complex needs. A significant part of the role will encompass managing staff / volunteer rotas, monitoring staff performance, identifying and managing safeguarding issues, ensuring that the helpline database is being maintained and providing helpline data to other staff. The role will also include attending external stakeholder meetings and raising awareness of the helpline service. The Helpline Manager will also have some involvement in other MWNUK projects, services and activities as required. The role requires a proactive, organised and practical approach to ensure MWNUK's projects are delivered effectively and efficiently, providing high quality support and customer service across the organisation, both internally and externally.

Main responsibilities

- Supervising the Helpline team of 11 staff (however this is equivalent to 3 full time staff per day only) and ensuring there is sufficient helpline cover and monitoring their wellbeing.
- Recruiting and training helpline volunteers and staff with the support of senior management and ensuring their development needs are flagged up.
- Monitoring performance of helpline staff through monthly supervision meetings and annual appraisals.
- Identification, handling and recording of all safeguarding risks and issues for both children and adults, including in instances of domestic abuse, forced marriage, honour-based violence, sexual abuse, self-harm, isolation, housing, marriage and divorce etc.
- Reviewing helpline cases before they are closed ensuring the data has been properly recorded.
- Monitoring helpline data and identifying any trends and sharing them with senior management and the Advocacy Officer.
- Maintenance of accurate records, online databases, filing systems and computer files and gathering of statistics as required by the Operational Director and / or CEO and external evaluating consultant.
- Maintenance of all information in line with confidentiality and data protection policies while observing professional boundaries at all times.
- Holding monthly helpline team meetings and sharing learning as well as identifying and sharing interesting cases with senior management and the Advocacy Officer.
- Attending external meetings e.g. MARAC meetings, engaging with police and social services.

Other duties

- When required (i.e. when there are staff shortages) provide cover on the helpline and respond to phone calls, emails, texts and webchat in a faith and culturally sensitive manner.
- Keeping up to date with helpline issues such as forced marriages, domestic violence, honour-based violence, sexual violence, female genital mutilation, mental health, discrimination and women's rights – including assisting with projects and services on these issues.
- Promoting the helpline's services to a range of stakeholders.
- Occasionally (if required) delivering training workshops and leading discussions online and in schools, colleges, and community organisations on issues such as forced marriages, domestic violence, FGM, honour-based violence, child sexual exploitation etc.

- Carrying out duties to support to the Operational Director and / CEO.
- Attending training as required.
- Undertaking outreach work if required.

Person Specification

- Strong experience of dealing with minority ethnic women particularly from Muslim communities who have suffered domestic violence and other forms of abuse such as forced marriage, honour-based violence, sexual violence, mental health issues etc.
- Knowledge of key issues that will arise on the helpline such as domestic violence, forced marriage, honour-based violence, sexual violence, mental health, hate crime etc.
- Strong experience of identifying and handling safeguarding issues for both children and vulnerable adults.
- Experience of managing, supporting and supervising a small team.
- Second language such as Arabic, Bangla, Punjabi or Urdu.
- Excellent IT skills (word processing, databases, spread sheets and Outlook).
- Able to build relationships with whilst maintaining professional boundaries.
- Proactiveness, enthusiasm and commitment along with an honest and trustworthy approach to the role.
- High level of professionalism when dealing with internal and external stakeholders.
- Strong organisational and interpersonal skills with solid communication skills – written and verbal.
- Experience of effective teamwork i.e. listening (including taking on feedback), being respectful and instilling confidence and motivation into staff and volunteers.
- Ability to work independently without supervision and being able to use initiative.
- The ability to work in a positive manner, under tight deadlines.
- Understanding of and adherence to confidentiality and data protection issues and an understanding of maintaining professional boundaries.
- Understanding and knowledge of the voluntary / non-profit women's rights sector.
- Drive and willingness to go above and beyond role and be able to demonstrate a commitment to women's rights.

Application Process

- **1st Stage:** Please email your current CV and a cover letter outlining your suitability for this role to contact@mw nuk.co.uk by **midday on Friday 14th August 2024**.
- **2nd Stage:** Shortlisted individuals will be invited to attend an interview in **week beginning 19th August 2024**.

(Please note we will be unable to provide feedback at stage 1 of the application process)

Further Information

- Basic DBS clearance is required.
- If successful, references will be requested. To help speed up the process please include references in your CV.
- Please note that in accordance with The Equality Act 2010 (Schedule 9, Part 1, Paragraph 1), this post is open to women only