

Job Title	HOPELINE247 Adviser	Reports to	HOPELINE247 Manager
Location	Cardiff		
Department	HOPELINE247		
Job purpose			
Provide individually tailored suicide prevention advice and guidance to young people and those who are concerned for them via our national multi-channel helpline HOPELINE247.			
Jobs reporting into the job holder		N/A	
Key responsibilities and duties			
<ul style="list-style-type: none"> • As part of a team, deliver HOPELINE247 services on a 7-day shift system including evening and weekends. • Support a range of clients via multichannel communications adhering to HOPELINE247's remit at all times. • Use professional judgement to assess the needs of the service users who present with risk to life, manage and report any matters relating to safeguarding in accordance with policy and procedure. • Maintain accurate records and input monitoring data into the helpline database, in line with policy, respecting confidentiality at all times. • Contribute positively to service improvement ensuring processes and policies are followed at all times • Provide training, mentoring and coaching to new recruits. • Assist the community teams and wider PAPYRUS charity in the delivery of training sessions as and when required. • Participate effectively in clinical supervision and shared learning and reflective practice within the wider team. • Contribute to the advice and information the charity provides on its website, social media portals and in its literature for the public and stakeholders. • Attend, participate and engage with in house training, team meetings, working groups and any other appropriate internal meetings as required. • Take responsibility for own Continued Professional Development. • Compile and review repeat caller action plans and contribute to email debriefing for each shift. 			
Health and safety			
<ul style="list-style-type: none"> • Fully endorse, demonstrate and carry out the health and safety policy. • Comply with all policies and statutory regulations relating to health and safety, safe working practices, hygiene, cleanliness, fire and COSHH. This will include your awareness of any specific hazards in your work place, and assist if required with the amending of risk assessments periodically. • Identify and resolve maintenance requirements or hazards within the workplace and encourage any workforce to do the same to avoid injury. 			

Safeguarding			
<ul style="list-style-type: none"> PAPYRUS Prevention of Young Suicide is committed to safeguarding the welfare of children, young people and adults at risk and expects all staff and volunteers to endorse this commitment. The employee must act to protect all children, young people and adults at risk that they interact with. The employee must report any misconduct or suspected misconduct to the Designated Safeguarding Lead. 			
General			
<ul style="list-style-type: none"> Cooperate fully with colleagues and be flexible when assisting them in response to business needs Ensure a positive commitment towards equality and diversity by treating others fairly and not committing any form of direct or indirect discrimination, victimisation or harassment of any description and to promote positive working relations amongst employees and customers. 			
The above job description is not intended to be exhaustive, the duties and responsibilities may therefore vary over time according to the changing needs of the charity			
DBS check required		Yes	
Person specification			
* Method of Assessment: A = Application Form; I = Interview/ Assessment; C = Certification or other evidence		Essential/ Desirable	Method
Qualifications	<ul style="list-style-type: none"> Degree level or professional qualification in Health & Social Care, Nursing, Community Work or related discipline Qualified in ASIST or Mental Health First Aid Masters Level qualification in Health, Nursing, Social Work or related discipline 	D D D	A/C A/C A/C
Experience	<ul style="list-style-type: none"> Previous experience of working in an advisory capacity in suicide prevention or mental health Proven record of working directly with vulnerable young people Experience of handling safeguarding concerns disclosed by young people/service users Experience of providing advice and guidance via multiple communication channels Experience of using Microsoft IT suite to manage workload, record information, produce reports and training materials Experience of delivering training using different media. Experience of working within a team Experience of utilising action plans led by young people/service users 	E E D E D D E	A A/I A/I A/I A/I A/I A/I

Knowledge, skills and qualities	<ul style="list-style-type: none"> • Ability to empathise, support and build rapport with suicidal people and those who care about them, remaining non-judgemental and adhering to remit of service boundaries 	E	A/I
	<ul style="list-style-type: none"> • Knowledge of mental health services and ability to refer individuals to other agencies as appropriate 	E	A/I
	<ul style="list-style-type: none"> • Strong verbal and written communication skills. 	E	A/I
	<ul style="list-style-type: none"> • Ability to manage a varied workload and work efficiently to meet deadlines independently and within a team 	D	A/I
	<ul style="list-style-type: none"> • Willingness to undertake further training as required. 	E	A/I
	<ul style="list-style-type: none"> • Ability to work with, mentor and appropriately encourage colleagues within the service 	E	A/I
	<ul style="list-style-type: none"> • Emotional resilience- ability to practice self-reflection and demonstrate self-care. 	E	A/I
	<ul style="list-style-type: none"> • Ability to work with PAPYRUS values, mission, and work towards the PAPYRUS strategy 		

I confirm that I have read and agreed to this job description outlining the main duties of my job role.

Job holder name:

Signed:

Date: