



<b>Job Title</b>	HOPELINE247 Manager	<b>Reports to</b>	HOPELINE247 Service Manager
<b>Location</b>	Birmingham		
<b>Department</b>	HOPELINE247		
<b>Job purpose</b>			
Enable the delivery of an outstanding suicide prevention helpline, through the effective management of HOPELINE247 advisers alongside promotion and development of the service.			
<b>Jobs reporting into the job holder</b>	HOPELINE247 Advisers		
<b>Key responsibilities and duties</b>			
<ul style="list-style-type: none"> <li>• Provide the team of advisers with leadership, guidance and support alongside the HOPELINE247 Service Manager through effective line management, mentoring, training and coaching.</li> <li>• Ensure a high standard of service delivery of the helpline through effective monitoring and reviewing responses to service users for quality assurance, consistency and policy compliance ensuring reviews are part of effective line management.</li> <li>• Plan and manage the daily rota and shift cover to ensure staffing of HOPELINE247 is sufficient to meet demand for the service.</li> <li>• Manage resource required to effectively and efficiently deliver the helpline service.</li> <li>• Ensure data and information is collated and inputted into databases to enable data analysis and interpretation, the retention of any information is appropriate and in accordance with policy.</li> <li>• Facilitate, coordinate and chair HOPELINE247 team meetings and represent HOPELINE247 at all relevant department meetings and externally where required.</li> <li>• Act as a clinical referral point for all queries arising from HOPELINE247.</li> <li>• Respond to media enquiries when appropriate, including attending radio, telephone, TV interviews with journalists if required.</li> <li>• Deliver HOPELINE247 services on a 7-night shift system including weeknights and weekend nights.</li> <li>• Support a range of clients via multichannel communications adhering to HOPELINE247's remit at all times.</li> <li>• Be a proactive support to the Designated Safeguarding Officer in risk assessing and providing advice and guidance to advisers and colleagues across PAPYRUS in safeguarding matters in line with policy and procedures.</li> <li>• Co-ordinate and respond to complaints that come through relating to the HOPELINE service following the appropriate process.</li> <li>• Support the development of the helpline service in line with the charity's strategic aims and objectives.</li> <li>• Take responsibility for own continued professional development, keeping up to date with training and enhancing knowledge to feed into enhanced service delivery.</li> <li>• Adhere to the values of PAPYRUS, embedding a consistent culture across teams and bases.</li> </ul>			

<b>Health and safety</b>			
<ul style="list-style-type: none"> <li>Fully endorse, demonstrate and carry out the health and safety policy.</li> <li>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.</li> <li>Identify and resolve maintenance requirements or hazards within the workplace and encourage any workforce to do the same to avoid injury.</li> </ul>			
<b>Safeguarding</b>			
<ul style="list-style-type: none"> <li>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.</li> <li>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.</li> </ul>			
<b>General</b>			
<ul style="list-style-type: none"> <li>Cooperate fully with colleagues and be flexible when assisting them in response to business needs</li> <li>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.</li> </ul>			
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			
<b>DBS check required</b>		Yes	
<b>Person specification</b>			
* <b>Method of Assessment:</b> A = Application Form; I = Interview/ Assessment; C = Certification or other evidence		<b>Essential/ Desirable</b>	<b>Method</b>
<b>Qualifications</b>	<ul style="list-style-type: none"> <li>Degree level or professional qualification in Social Work, Health, Nursing, Community Work or related discipline</li> </ul>	E	A/C
	<ul style="list-style-type: none"> <li>Qualified in ASIST, Mental Health First Aid</li> </ul>	D	A/C
	<ul style="list-style-type: none"> <li>Masters Level qualification in Health, Nursing, Social Work</li> </ul>	D	A/C
	<ul style="list-style-type: none"> <li>People Management Qualification</li> </ul>	D	A/C
<b>Experience</b>	<ul style="list-style-type: none"> <li>Proven track record of building and managing an effective team, supporting their development and managing their performance.</li> </ul>	E	A/I
	<ul style="list-style-type: none"> <li>Previous successful experience of working in suicide prevention or mental health</li> </ul>	E	A/I
	<ul style="list-style-type: none"> <li>Experience of managing projects with a positive impact on stakeholders, including clear outcome and delivery reporting.</li> </ul>	D	A/I
	<ul style="list-style-type: none"> <li>Previous experience of building, developing and managing effective partnerships with internal and</li> </ul>	E	A/I

	<p>external stakeholders in the community, voluntary, statutory and political settings</p> <ul style="list-style-type: none"> <li>• Experience of working with issues that impact young people most severely</li> <li>• Experience of providing advice guidance and support across multiple communication channels</li> </ul>	E	A/I
		D	A/I
<b>Knowledge, skills and qualities</b>	• Awareness of current research / studies in suicide prevention alongside knowledge current suicide statistics	E	A/I
	• Excellent communication skills and ability to present information effectively.	E	A/I
	• Ability to deliver training and presentations to varied audiences	E	A/I
	• Awareness of the issues around safeguarding and how these can affect young people and adults at risk.	E	A/I
	• In-depth understanding of issues around equality and diversity and how this can affect and influence delivery of programmes, projects and activities.	D	A/I
	• Handle confidential and sensitive information appropriately	E	A/I
	• Ability to effectively plan and prioritise own work and workload of others	E	A/I
	• Proficient user of all Microsoft Office packages and online communication platforms	E	A/I
	• Willing to learn and continuously develop	E	A/I
	• Ability to empathise and make professional judgements in emotionally challenging environments	E	A/I
	• Ability to work within and contribute positively to the Ethos and Values of POPYRUS	E	A/I
	• Willingness to work flexibly including weekends, evenings and on a on call rota covering shifts across our full opening hours.	E	A/I
	I confirm that I have read and agreed to this job description outlining the main duties of my job role.		
<b>Job holder name:</b>			
<b>Signed:</b>		<b>Date:</b>	