

SANE Job Description and Person Specification



Job Title: SANEline Remote Services Officer

Type of Post: Initial one-year contract, subject to six months' probationary period

Starting Salary: £26k FTE

Hours: Up to 3 days per week including occasional evening and weekend work

Location: SANE, St. Mark's Studios, 14 Chillingworth Road, Islington, London, N7 8QJ

Reports to: SANEline Training and Remote Services Coordinator

SANE is a UK-wide mental health charity working to improve the quality of life of anyone affected by mental illness. It aims to raise awareness and understanding of all mental health conditions; fight to improve frontline mental health services for individuals and carers; provide support, information and guidance through its helpline, call back service, email and text support; and promote and host research into causes, treatments and therapies.

SANE is looking for people interested in providing support to SANE's remote services. This includes coordination of remote training and management of remote volunteers.

Closing date: Midday on 23rd October 2024

Job Description

1. Maintain remote volunteer overview in line with remote volunteer agreement and guidelines working closely with Remote Services Coordinator
2. Ensure all administrative work associated with the remote volunteer programme is completed accurately and in a timely manner
3. Support with remote training and events calendar as well as planning of training sessions and events
4. Support recruitment, training and induction of new remote volunteers
5. Research and assist with implementing new support services for remote services
6. Liaise with team members from other SANE work streams
7. Share information with your team both verbally and in writing, to ensure effective handover to colleagues
8. Work as part of a team to build understanding and use your knowledge and experience to ensure our volunteers and callers are effectively supported
9. Record work in accordance with SANE's organisational systems

10. Work closely with the communication, media and fundraising teams to ensure the voice and experiences of our callers is effectively communicated, including the provision of case-studies
11. Work within SANE's values and policies & procedural guidelines at all times
12. Keep abreast of and work in accordance with relevant legislation and regulatory standards
13. Understand and work within SANE's safeguarding framework
14. Ensure all work is in line with the Equality Act
15. Keep volunteers up to date with any key service information or legal or procedural changes, as appropriate
16. Ensure that any issues or concerns are discussed with a line manager
17. Attend supervisions and appraisals, and contribute to team meetings
18. Have a commitment to personal, volunteer and team development and your own well-being
19. Be self-sufficient in terms of IT, and oversee any health and safety matters which may arise whilst on the shift
20. Undertake any other duties commensurate with this role.

Person Specification

Experience

1. Experience of working with people with mental health conditions/mental illnesses and families and carers
2. Experience of working on a mental health helpline (or similar helpline) or providing support by email/text or chat services
3. Experience of working in a service with volunteers at the heart of delivery where you have supported volunteers to deliver a high-quality service
4. Experience of writing high quality short reports
5. Experience of planning and delivering training

Knowledge and Qualifications

6. Good general knowledge of the mental health system, access, treatment and common relevant legislation; and available support structures for people with mental illnesses and carers

Personal Qualities

7. The ability to support remote volunteers and provide them with support.
8. Be able to work with distressing and challenging content and ensure self-care
9. A work ethos underpinned by a commitment to equality and diversity
10. An understanding of and ability to work within appropriate professional boundaries

Skills

11. Excellent interpersonal and communication skills – both verbally and in writing
12. Committed to and able to adhere to organisational policies and procedures, especially regarding safeguarding and confidentiality
13. Able to work independently, flexibly and as part of a team
14. Good self-awareness
15. Effective organisational and planning skills
16. Proficient in IT packages including Word, Excel and Outlook, and ability (with training where necessary) to input and extract data from relevant databases