

SANE Job Description and Person Specification



Job Title: SANEline Support Officer

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

Starting Salary: £26 - 28k per annum depending on experience

Hours: Up to 5 days per week including frequent evening and weekend work to cover a 365 day service operating until 10.30pm

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

Reports to: SANEline Services Manager

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 SANEline, Call Back service, email and text support; and promote and host research into causes, treatments and therapies through its Prince of Wales International Centre for SANE research.

We are looking for people interested in providing compassionate support to people affected by mental health problems, in particular people with severe mental illness, and carers, families and friends. You will provide support by telephone, email and text, as well as forming a close team with our skilled volunteers, who you will help to oversee through their development.

This role provides valuable practical experience in providing emotional support to vulnerable people.

We are also interested in hearing from people interested in different hours, or bank work, in particular those with counselling, psychology or therapy qualifications – please send us your completed application indicating your interest in sessional work clear, or email us at recruitment@sane.org.uk to arrange an initial discussion.

Please note: This role may close early if a suitable candidate is found, please do not delay in submitting your application as interviews are taking place on an ongoing basis.

Closing date: Midday 19th June 2024

To apply: Please complete your application before the closing date, addressing all areas on the person specification and tell us why you want to work for SANE. **Applications without a supporting statement will not be considered.**

Job Description

1. Delivering support through calls, emails and other means (e.g. via text, online, support forum) to people affected by mental illness and support and mentor volunteers.
2. On shift, create a safe and supportive team environment with SANE volunteers.
3. Debrief volunteers on their work with callers.

4. Share information with your team both verbally and in writing, to ensure effective handover to colleagues.
5. Working as part of a team to build understanding and use your knowledge and experience to ensure our callers are effectively supported.
6. Recording work in accordance with SANE's organisational systems.
7. 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.
8. Always work within SANE's values and policies and procedural guidelines.
9. Keep abreast of and work in accordance with relevant legislation and regulatory standards.
10. Understanding and working within SANE's safeguarding framework.
11. Ensure all work is in line with the Equality Act.
12. Keep volunteers up to date with any key service information or legal or procedural changes, as appropriate.
13. Ensure that any issues or concerns are discussed with a line manager.
14. Attending supervisions and appraisals and contribute to team meetings.
15. Have a commitment to personal, volunteer and team development and your own well-being.
16. Be self-sufficient in terms of IT and oversee any health and safety matters which may arise whilst on the shift.
17. Undertaking 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 providing high-quality written and verbal support to people asking for help.

Knowledge and Qualifications

5. 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

6. The ability and enthusiasm to create a team with volunteers, and provide them with support, mentoring and autonomy.
7. Be able to work with distressing and challenging content, support callers with complex needs and ensure self-care.
8. The empathy and compassion to be able to provide meaningful support both on the phone and in emails.
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 with regard to safeguarding and confidentiality.
13. Able to work independently, flexibly, and also 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.