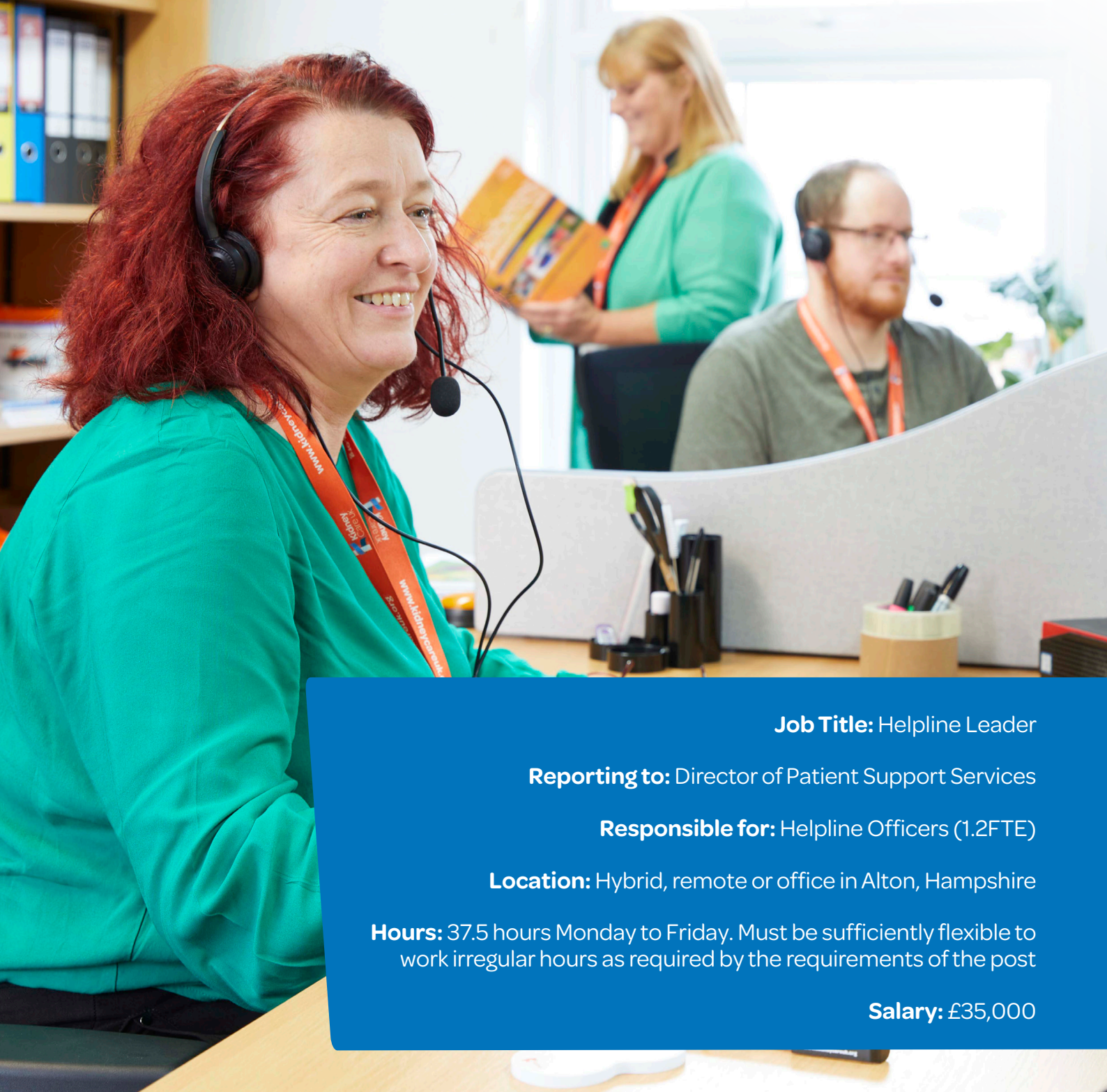


Helpline Leader



Job Title: Helpline Leader

Reporting to: Director of Patient Support Services

Responsible for: Helpline Officers (1.2FTE)

Location: Hybrid, remote or office in Alton, Hampshire

Hours: 37.5 hours Monday to Friday. Must be sufficiently flexible to work irregular hours as required by the requirements of the post

Salary: £35,000

**Ensuring no one faces
kidney disease alone**




About Kidney Care UK


Around 3.5 million people in the UK live with chronic kidney disease, and 1 million of them don't know that they do.

Since 1975, Kidney Care UK has been at the forefront of supporting people with kidney disease. From our early days when we campaigned to introduce donor cards in the UK, we have worked hard to support and represent the interests of everyone affected by kidney disease.


Over 68,000
people in the UK are being treated for kidney failure



In the UK, around
3.5 million people
have chronic kidney disease (CKD)



around
30,000
are on dialysis in the UK right now



About the Kidney Care UK Helpline

The Kidney Care UK Helpline provides a warm, caring reception and practical information and signposting for anyone affected by chronic kidney disease. Accessible by telephone, email, and social media, all enquiries are answered with care and compassion. Where needed, the caller is supported to access any one of our specialist support services.



Safeguarding

Kidney Care UK is committed to safeguarding and promoting the welfare of children, young people and Adults at Risk and expect all staff and volunteers to actively support this commitment. An enhanced DBS will be required for this role.

Role summary and purpose

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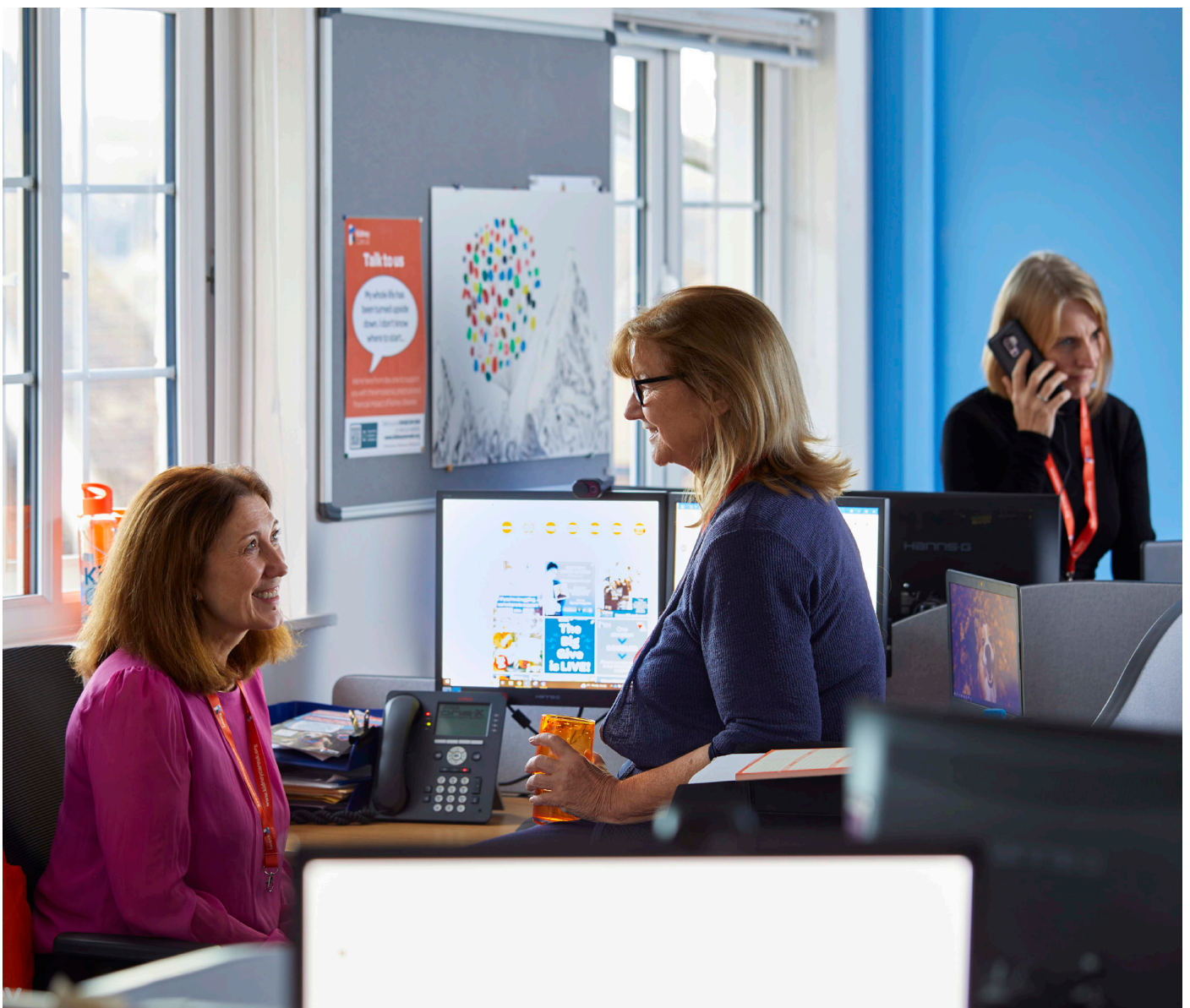
Transform our first contact operation at Kidney Care UK by leading the establishment, development, and delivery of a helpline facility. You will be answering enquiries from kidney patients, families and carers by telephone, email and social media channels and providing a first contact experience that is best in class.

Responsibilities

- Be the primary responder to incoming enquiries received by telephone, email, and social media channels.
- Lead a team of helpline responders (1.2FTE) to answer incoming enquiries providing support, information, advice, and non-medical guidance in a friendly, timely and efficient manner.
- Manage rotas to ensure adequate support for the service Monday to Friday, 9am-5pm, achieving all patient quality experience KPIs.
- Support referrals to other Kidney Care UK or external services. Accurately record enquirer details, minimising the need for them to repeat their story.
- Manage referrals to the Counselling service; assess suitability for referral, record client details and register. Send service information to the client and ensure service agreement is in place before counselling begins.
- Develop training and continuous learning and development opportunities to meet the needs of incoming enquiries.
- Act as an organisational designated safeguarding person in accordance with policy and procedures.
- Manage the reporting of incoming enquiries by region, channel, and type to build and maintain a picture of the needs of the kidney community.
- Develop and maintain effective monitoring and measurement to demonstrate the outputs and effectiveness of the service and its impact on patient experience and outcomes.
- Use data and insight to report regularly to the Director of Patient Support Services with updates on regional issues, needs and challenges to inform service development.
- Build strong relationships with key decision makers and kidney healthcare professionals

including clinical directors, unit managers, nursing staff and renal social workers in the kidney community; both to promote the service and to nurture sources of information to remain current and accurate in the information and advice given to enquiries.

- Maintain close links with Patient Support & Advocacy Managers and Officers to facilitate quality referrals and keep abreast of regional and local developments.
- Support the Marketing and Communications team and Policy team with information about themes and trends in enquiries to inform patient information development and ensure digital information is aligned with current practice.
- Adhere to governance in place in line with the high standards of Kidney Care UK services. This includes safeguarding, joint working protocol and risk management.
- Actively contribute to organisational cohesion, encouraging cross-team working, and take a problem-solving approach.
- Work in line with Kidney Care UK's values and Code of Conduct.
- Take personal responsibility and ensure compliance with corporate policies including safeguarding, confidentiality, health and safety and data protection.
- Champion and promote equal opportunities and diversity both in your area of work and the wider organisation.



Person specification

Knowledge and experience	Essential	Desirable
Experience of responding to incoming enquiries for a health or care patient support/charity helpline or patient support service.	✓	
Experience of kidney disease (lived or professional).		✓
Experience of managing a team to deliver compassionate, effective customer-facing support.	✓	
Experience of using data to report on successful delivery and future development of projects and services.		✓
Evidence of continuous professional development.		✓
Skills and competencies		
Confident using database platforms, able to capture data accurately and maintain database records.	✓	
Excellent communication skills, able to engage and reassure by phone and in writing.	✓	
Confident using social media and MS Office for professional communications.	✓	
Able to demonstrate a proactive, innovative, collaborative approach and a commitment to delivery excellence.	✓	
Able to demonstrate the ability to identify themes and develop insights to inform service improvement.		✓

How to apply

Please apply via CharityJob with your CV and a covering letter.

Applications are invited until Tuesday 7 May 2024, 5pm.

Employment benefits

✓ Pension

- Employer contributes 8% with minimum employee contribution of 2%

✓ Flexible working

✓ Retail discounts

✓ Generous annual leave

- 25 days annual leave (pro-rata for part time), plus Bank Holidays and three days between Christmas and New Year

✓ Cycle2Work Scheme

✓ Employee Assistance Programme

- Financial and debt advice service
- Access to range of online resources, podcasts, and advice
- 24/7 access to free, qualified counsellors (and up to eight face-to-face sessions per year)

✓ Health Cash Plan

- Claiming back towards the cost of routine medical and health treatments
- Discounted health club/gym membership for participating gyms
- Access to Virtual GP and prescription service, digital physiotherapy, as well as a health and stress helpline

✓ Family leave

- Enhanced Maternity, Paternity and Adoption Pay

