



Helpline Leader

Job Description and Person Specification

Position in organisation:	A member of the Patient Support Management Team, reporting to the Director of Patient Support Services.
Contract:	Full time, permanent.
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.
Responsible for:	Helpline officers (1.2FTE)
Salary:	£35,000
Benefits:	25 days holiday, plus bank holidays and Christmas closure (3 days). 8% Employer contribution to pension. Employee assistance package.

Safeguarding statement

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.

About Kidney Care UK

Around 3.5 million people in the UK live with chronic kidney disease, and one 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.

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 the need is identified, the caller is supported to access any one of our specialist support services.

Role Purpose

Transform the first contact operation at the 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 to 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.
- Managing 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.
- Using data and insight, 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 renal 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.
- To actively contribute to organisational cohesion, encouraging cross-team working, and a problem-solving approach.
- To work in line with Kidney Care UK’s values and Code of Conduct.
- To take personal responsibility and ensure compliance with corporate policies including safeguarding, confidentiality, health and safety and data protection.
- To champion and promote equal opportunities and diversity both in your area of work and the wider organisation.

Person Specification

Experience of responding to incoming enquiries for a health or care patient support/charity helpline or patient support service.	Essential
Experience of kidney disease (lived or professional).	Highly Desirable
Experience of managing a team to deliver compassionate, effective customer-facing support.	Essential
Confident user of database platforms, able to capture data accurately and maintain database records.	Essential
Excellent communication skills, able to engage and reassure by phone and in writing.	Essential
Confident using social media and MS Office for professional communications.	Essential
Able to demonstrate a proactive, innovative, collaborative approach and a commitment to delivery excellence.	Essential

Experience of using data to report on successful delivery and future development of projects and services.	Desirable
Able to demonstrate the ability to identify themes and develop insights to inform service improvement.	Desirable
Evidence of continuous professional development.	Desirable