



NAPAC is seeking Call and Email Handlers for our support services in Stockport

NAPAC provides the only free national support service for adult survivors of all types of childhood abuse. We offer specialist, confidential support to all adult survivors of any type of abuse, operated by experienced staff and trained volunteers.

NAPAC works closely with the criminal justice and public health sectors. We support survivors to navigate and understand their options with criminal and civil law, and in healing and recovery. Choice is key, and our website provides a lot of free information for survivors and those supporting them.

As a trusted public-health organisation, people use NAPAC's services to support their overall health and wellbeing, to build and improve their resilience, and to be able to make brave, positive choices every day – including asking for help when they need it.

Those using our services ask for support with a range of concerns, including anxiety, depression, isolation, navigating relationships, dissociative identity disorder, reporting to the police, domestic and sexual violence, boundaries, and complex post-traumatic stress. For many, contacting NAPAC is a first step to recovering from trauma and leading happier, more fulfilled lives.

NAPAC support service often hear from adult survivors that are disclosing their childhood abuse for the very first time, so sensitivity, safety and confidentiality are highly important.

So, if you are someone who is looking to make a real difference in the lives of the people we support by empowering them through emotional support, and understanding, then this job role is perfect for you.

We are looking for someone who is empathetic and resilient with a real passion for supporting people through their healing journey. We want our team to reflect the diversity of the people we support, and actively encourage applicants with different lived experience.

As a support line Call Handler, you will be a key member of our dedicated team, providing emotional support and a safe environment for callers with a wide range of complex issues.

NAPAC offers full training and hands-on support for call handlers with every call they receive. You will use the knowledge and skills you've developed through our training to explore issues relating to childhood abuse and its effects on adulthood and signpost callers to relevant resources and services that can provide more in-depth support. Calls are caller-led, and you will be there to empower each caller to take back control in their lives.

Key Responsibilities:

- ✎ Follow confidentiality and safeguarding policies
- ✎ Provide appropriate signposting to external services in accordance with callers' identified needs.
- ✎ Ensuring that key record keeping is maintained to the required standard and contributing to service monitoring requirements
- ✎ You will have the emotional resilience to be able to support individuals who may be severely distressed, experienced trauma, and people who may be at risk of harm.
- ✎ The ability to think on your feet to support callers who may call during panic attacks or flashbacks
- ✎ Excellent communication skills, spoken and written.
- ✎ Providing email support to individuals.
- ✎ Being flexible in your approach to your work in line with changing and growing needs of the support service.
- ✎ To be caller-led and be able to keep your own personal boundaries whilst working in your own unique way.

Salary: £26,520 per annum, pro rata, plus pension and an employee benefits package.

Hours: 17.5 per week (0.5 FTE) to be worked flexibly across the week, in person. Remote and hybrid working is not available for this role.

Contract: One year, with possibility of extension subject to funding.

Closing date for applications: 10am Monday 11 February 2025.

Application is by completion of the NAPAC application form. CVs cannot be accepted.

Interview Date: Shortlisted applicants will be contacted directly. We anticipate holding in-person interviews in February.

A job description and application form can be downloaded from our website napac.org.uk/jobs