



Advert

Job title	Support Line Officer
Reporting to	Support Line Leader
Location	Remote
Hours	35 hours full time, part time job share considered
Salary	£27-30k

We are seeking a remote-based Support Line Operator to join our small and friendly team, answering enquiries from kidney patients, families and carers by telephone, email and social media channels, driven to provide an excellent experience for every contact.

The Kidney Care UK Support Line provides practical information and non-medical advice for anyone affected by chronic kidney disease.

From Monday to Friday, 9am to 5pm, the Support Line is accessible by telephone, email and social media. We provide best in class information and support at the first point of contact, knowledgably responding to enquiries with care and compassion.

About you

We are seeking someone with experience of responding to incoming enquiries for a health or care patient support/charity helpline or patient support service.

Ability to deal professionally, calmly, and sympathetically with people affected by kidney disease.

You must have Excellent communication skills, able to engage and reassure by phone and in writing.

You will need to be confident using social media and MS Office for professional communications.

Interviewing on 19th and 20th February

Job Description

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Role summary and purpose

To provide accurate information, advice and support to individuals contacting the Kidney Care UK Support Line. Using your extensive knowledge of kidney disease (we'll train you to build this) you will be answering questions, providing information and managing referrals for further support in a friendly and professional way.

You will be supporting patients, their families or carers at different stages of CKD, from early diagnosis to end stage kidney failure. Issues vary widely but can include information about the condition and treatment pathway, emotional support, managing financial worries and providing a compassionate listening ear to those in need. The Support Line is currently provided on the telephone and by email, with other channels to be introduced over the next 12-18 months.

Key responsibilities

- Answer incoming enquiries by telephone, email, and social media channels, providing support, information, advice and non-medical guidance in a friendly, timely and efficient manner.
- Support referrals to other Kidney Care UK or appropriate external services. Accurately record enquirer details, minimising the need for them to repeat their story.
- Capture appropriate information about each caller and maintain accurate records on the database.
- Manage referrals to the Counselling service; assess suitability for referral, record client details and register. Send service information to the client.
- Access and complete training and continuous learning and development opportunities to meet the needs of incoming enquiries.
- To be familiar with Kidney Care UK's Safeguarding policy and the procedures for raising and managing concerns.
- Maintain close links with Patient Support & Advocacy Managers and Officers to facilitate quality referrals and keep abreast of regional and local developments.
- Work with the Support Line Leader to identify themes and trends in enquiries to inform patient information development and ensure digital information is aligned with current practice.

Other responsibilities

- 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.
- 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.
- Work in line with Kidney Care UK's values and Code of Conduct.
- Demonstrate a commitment to personal development.
- Champion and promote equality, diversity and inclusion both in your area of work and the wider organisation to ensure that no person receives less favourable treatment than another on the grounds of: age; disability; marriage and civil partnership; pregnancy and maternity; race (ethnicity); religion or belief; sex (gender); gender reassignment or sexual orientation
- To have responsibility for the Health, Safety and Welfare of self and others and to comply at all times with the requirement of the Health and Safety Regulations.
- Ensure compliance with the Charity's policies and procedures and requirements of the Data Protection and Freedom of Information Acts.
- The duties and responsibilities are not exclusive or exhaustive and the post holder will be required to undertake such tasks as may reasonably be expected within the scope of the post.

Person specification

Job title: Support Line Officer			
Education and qualifications	Essential	Desirable	Measured by <small>(Interview, app form, test)</small>
Relevant GCSEs and/or A-levels or equivalent.	✓		App form
Additional qualification(s) in social work/health and social care.		✓	App form
Knowledge and Experience	Essential	Desirable	Measured by <small>(Interview, app form, test)</small>
Experience of responding to incoming enquiries for a health or care patient support/charity helpline or patient support service.	✓		Interview, app form
Experience of kidney disease (lived or professional).		✓	Interview, app form
Experience of supporting individuals with one or more long-term conditions.		✓	Interview, app form, test.
Skills and Competencies	Essential	Desirable	Measured by <small>(Interview, app form, test)</small>
Ability to deal professionally, calmly, and sympathetically with people affected by kidney disease.	✓		Interview, app form
Able to demonstrate a proactive, innovative, collaborative approach and a commitment to delivery excellence.	✓		Interview, app form
Excellent communication skills, able to engage and reassure by phone and in writing.	✓		Interview, app form, test
Confident using social media and MS Office for professional communications.	✓		App form
Confident using database platforms, able to capture data accurately and maintain database records.	✓		Interview, app form