



## Job Description

Post Title:	Pregnancy Matters™ Helpliner
Accountable to:	Pregnancy Matters™ Online Service Manager
Location:	Flexible
Contract:	Part-time 12hrs per week
Salary:	£6,358.56 per annum

### Role summary

To deliver a person-centred counselling/skilled listening service by telephone on Life's Pregnancy Matters™ Helpline.

To ensure all Online clients' needs are met to best practice.

### Key Responsibilities:

1. To liaise with the On Line Service Team and support the Online Service Manager.
2. To assess the individual support needs of callers and signpost to relevant colleagues within the Pregnancy Matters™. Service in line with the clients needs.
3. To fill identified time slots on Pregnancy Matters™ Helpline.
4. To maintain records and statistics of calls.
5. To complete supervision in line with BACP ethical guidelines.
6. To ensure personal wellbeing by adhering to 1 hour's supervision per month.
7. To attend On-Line Service Training Days.
8. Contribute to the continuous improvement of the service through involvement in working parties, sharing good practice and project work.
9. Abide by and take responsibility for the implementation of Life's Equality Policy in all aspects of service delivery and working practice. Contribute positively to identifying and developing service improvements which respond to equality and diversity issues.

## **Safeguarding Children & Vulnerable Adults**

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Safeguarding is everyone's responsibility and all employees are required to act in such a way that at all times safeguards the health and wellbeing of children and vulnerable adults. Familiarisation with, and adherence to, the appropriate organisational Safeguarding Policies and any associated guidance is an essential requirement of all employees as is participation in related mandatory/statutory training. All employees must ensure that they understand and act in accordance with this clause. If you do not understand exactly how this clause relates to you personally then you must ensure that you seek clarification from your immediate manager as a matter of urgency. Equally, all managers have a responsibility to ensure that their team members understand their individual responsibilities with regard to Safeguarding Children and Vulnerable Adults

### **Personal responsibilities:**

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The post holder must assume responsibility for their own professional and personal development (supported by Life where appropriate) to ensure their continuing competence to deliver Life's requirements.

A key component of development is being fully aware of regulatory and legal requirements impacting on operational services and ensuring that all staff within those services, including retail, are aware of and deliver their individual responsibilities

### **Corporate Behaviours:**

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#### **All staff will be expected to:**

- Work within the Charity's aims and objectives, upholding its vision and mission
- Demonstrate respect for others and value diversity
- Act responsibly in regards to the health and safety of themselves and others
- Focus on the service user and customer, both internally and externally at all times
- Make an active contribution to developing the service
- Learn from, and share experience and knowledge
- Keep others informed of issues of importance and relevance
- Consciously review mistakes and successes to improve performance
- Act as an ambassador for the Charity and maintain the highest professional standards at all times
- Use discretion and sensitivity and be aware of issues requiring total customer confidentiality
- Demonstrate a flexible approach to their work.

This job description is not necessarily an exhaustive list of duties but is intended to reflect a range of duties the post holder will perform. The job description will be reviewed regularly and may be changed in light of experience and/or organisational requirements, and in consultation with the post holder

**Post Title: PREGNANCY MATTERS™ HELPLINER**

<b>Personal skill characteristics</b>	<b>Essential (Tick)</b>	<b>Desirable (Tick)</b>
<b>Team Working</b>		
Proven team working skills and commitment to the vision and values of the charity	✓	
Flexible and adaptable to the team and services needs	✓	
Possessing the authority, presence and integrity to command respect from colleagues within the Charity, and from external contacts.	✓	
<b>Communication</b>		
Communicates effectively and openly at all levels	✓	
Good written and verbal communication skills	✓	
Ability to promote the Charity through the in-house Pregnancy Matters™ training	✓	
Experience of communicating effectively with clients, volunteers and other relevant bodies.	✓	
Ability to deal with vulnerable people sympathetically	✓	
<b>Strategic Ability / Innovation</b>		
Ability to be pro-active and contribute to the development of services		✓
<b>Service Delivery</b>		
Experience in the delivery of support and caring environment	✓	
<b>Experience/Knowledge/Qualifications</b>		
Minimum of a level 2 listening skills or counselling degree	✓	
Understanding the needs of vulnerable people, promoting equality in all aspects of service delivery	✓	
Computer literate, with knowledge of MS Office		✓
Administration skills and ability to deal with complex enquires and clients	✓	

<b>Personal skill characteristics</b>	<b>Essential (Tick)</b>	<b>Desirable (Tick)</b>
<b>Personal Qualities</b>		
Committed to the vision, mission and values of the Charity	✓	
Positive outlook with outgoing and approachable personality	✓	
Ability to work on own initiative as appropriate	✓	
Ability to work as part of a team	✓	
Commitment to quality, client service, best practice and best value in all aspects of the charity's operation	✓	