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**Job Description: Supportline Lead**

**Responsible to:** Core Service Manager

**Responsible for:** Supportline and LiveChat volunteers

**Location:** Chester City centre office.

**Salary:** £23,077 – 25,989 Payscale pt 12 – 18, pro-rata

**Hours:** 8 hours per week. 5 hours to be worked on Monday and Wed evenings, 3 hours as needed through the week.

**Main purpose**

To support volunteers to deliver a safe and effective supportline and LiveChat service. To ensure and provide emotional support to clients on the waiting list.

**Main Tasks and Responsibilities**

* Providing cover for Supportline and LiveChat service in the CSASS office, from 5.30 to 8.00 pm on Monday and Wednesday
* To coordinate and support CSASS supportline and LiveChat volunteer team, and support recruitment/induction
* Organising volunteer rota to ensure supportline and LiveChat cover
* Managing safeguarding, Health and Safety situations as needed, following CSASS policies and procedures
* Responsible for unlocking and locking up the office and Bluecoat building
* Ensure Supportline and emotional support calls and LiveChats are logged promptly on DPMS
* Ensure provision of emotional support calls to clients on initial assessment and counselling waiting list, as requested
* Attending and actively contributing to volunteer support and staff meetings, as needed, including leading items relevant to role
* With other CSASS workers, maintain a clean, safe working environment, provide regular office cover and act as a key holder
* To work within CSASS policy and practice
* To work flexibly and carry out other work up to a level commensurate with the responsibilities of the post, as required by the Core Service Manager

**Personal & Professional Development**

* Participate in regular reviews, and agree short, medium and long-term goals
* Identify learning and development needs with line manager
* Share best practice and achievements and contribute to the development of the organisation
* Contribute to the learning of others by sharing knowledge and skills both informally and formally

**Person Specification:**

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| **Essential** | **Desirable** |
| **Experience** |  |
| Experience of working within a volunteer team, in a paid or voluntary role | Experience of supporting or managing volunteer or staff teams |
| Experience and knowledge of safeguarding and health & safety | Experience of managing safeguarding or H&S situations |
| Experience of working within policies and procedures |  |
| Experience of providing emotional support to and working with survivors of sexual violence |  |
| **Knowledge and Skills** |  |
| Knowledge of and competence in IT and the ability to keep accurate records and use databases | Understanding of monitoring and reporting processes |
| Ability to demonstrate excellent listening and communication skills, written and spoken |  |
| Ability to work in an empathic way in a busy environment |  |
|  | Counselling skills training |
| Understanding of and commitment to equality and diversity |  |
| Knowledge of the aims and focus of the Rape Crisis movement |  |

We recognise the value of lived experience as well as experience gained in a professional context.

CSASS premises operate as a women-only space for part of each week and we are committed to providing women-only spaces and services as part of our core offer (in addition to inclusive spaces and services). This role requires direct delivery of some women-only services and regular work within women-only spaces. As such, this role is open only to women as a genuine occupational requirement. Please see https://csass.org.uk/equality-and-diversity-policy-summary/

To effective deliver impactful services to all survivors, our team needs a diversity of viewpoints. We are particularly seeking people of colour and the global majority. We would welcome more young people, and members of the LGBTQ+ and disability communities.