

SANE Job Description and Person Specification



Job Title:	SANeline Support Officer
Type of Post:	Initial one-year contract, subject to six months' probationary period
Salary:	£23k to £25k per annum
Hours:	37.5 per week including frequent evening and weekend work to cover a 365 day service operating until 10.30pm
Location:	Office based at: SANE, St. Mark's Studios, 14 Chillingworth Road, Islington, London, N7 8QJ and home-based (only whilst any social distancing restrictions are in place)
Reports to:	SANeline Services Manager

Job Description

1. Deliver support through calls, emails and other means (e.g. via text, online, support forum) to people affected by mental illness and support and mentor volunteers
2. On shift, create a safe and supportive team environment with SANE volunteers
3. Debrief volunteers on their work with callers
4. Share information with your team both verbally and in writing, to ensure effective handover to colleagues
5. Work as part of a team to build understanding and use your knowledge and experience to ensure our callers are effectively supported
6. Record work in accordance with SANE's organisational systems
7. Work closely with the communication, media and fundraising teams to ensure the voice and experiences of our callers is effectively communicated, including the provision of case-studies
8. Work within SANE's values and policies & procedural guidelines at all times
9. Keep abreast of and work in accordance with relevant legislation and regulatory standards
10. Understand and work within SANE's safeguarding framework
11. Ensure all work is in line with the Equality Act
12. Keep volunteers up to date with any key service information or legal or procedural changes, as appropriate
13. Ensure that any issues or concerns are discussed with a line manager
14. Attend supervisions and appraisals, and contribute to team meetings

15. Have a commitment to personal, volunteer and team development and your own well-being
16. Be self-sufficient in terms of IT, and oversee any health and safety matters which may arise whilst on the shift
17. Undertake any other duties commensurate with this role.

Person Specification

Experience
1. Experience of working with people with mental health conditions/mental illnesses and families and carers
2. Experience of working on a mental health helpline (or similar helpline) or providing support by email/text or chat services
3. Experience of working in a service with volunteers at the heart of delivery where you have supported volunteers to deliver a high-quality service
4. Experience of providing high-quality written and verbal support to people asking for help
Knowledge and Qualifications
5. Good general knowledge of the mental health system, access, treatment and common relevant legislation; and available support structures for people with mental illnesses and carers
Personal Qualities
6. The ability and enthusiasm to create a team with volunteers, and provide them with support, mentoring and autonomy
7. Be able to work with distressing and challenging content, support callers with complex needs and ensure self-care
8. The empathy and compassion to be able to provide meaningful support both on the phone and in emails.
9. A work ethos underpinned by a commitment to equality and diversity
10. An understanding of and ability to work within appropriate professional boundaries
Skills
11. Excellent interpersonal and communication skills – both verbally and in writing
12. Committed to and able to adhere to organisational policies and procedures, especially with regard to safeguarding and confidentiality
13. Able to work independently, flexibly and also as part of a team
14. Good self-awareness
15. Effective organisational and planning skills
16. Proficient in IT packages including Word, Excel and Outlook, and ability (with training where necessary) to input and extract data from relevant databases