

National Modern Slavery Helpline Advisers

Location	Biggleswade, Bedfordshire
Reports to	Helpline Supervisor
Purpose	<p>Unseen directly supports men, women and child survivors of modern slavery.</p> <p>In March 2016, Unseen was selected to establish and operate an enhanced national modern slavery helpline for child and adult victims of all forms of slavery, with the goal of advancing the UK's fight against modern slavery. The helpline will serve as a safe, confidential, 24-hour, multi-lingual contact point for victims to access services and support across the UK and for community groups and the public to report suspected incidents of modern slavery. The helpline will also act as a central data hub and resource centre for stakeholders in the anti-slavery field to access training, tools, and good practice.</p> <p>We are looking for helpline advisers to answer calls, provide information, advice and guidance and support the overall running of a 24/7 helpline and resource centre which is both professional and victim-centered in its response.</p> <p>The Helpline advisers will be based at Unseen's new premises in Biggleswade, Bedfordshire.</p> <p>The Helpline Adviser role will focus on:</p> <ul style="list-style-type: none"> • responding effectively to incoming calls, emails, online tip reports, and messages received through the helpline from victims and survivors, service providers, law enforcement, government, professionals, and community members; • providing crisis assistance, safety planning, tip reporting, referrals, technical assistance, general information, and support to individuals contacting the helpline in accordance with helpline response protocols; • inputting and maintaining clear, concise, and accurate case notes and data gathered through the helpline; and • assisting the Case Analyst as needed in conducting follow up work in response to potential trafficking cases. <p>These roles are full-time, 40 hours per week (including lunch breaks) and will involve evening, weekend and bank holiday working, including operating an on-call rota. Part-time will be considered.</p> <p>Recruitment for this position is ongoing. Interviews will be held to suit the applicant with a training likely to occur between September and November 2017.</p>
Salary Range	£21,222 (pro-rata for part-time)
Hours of work	40 hours per week on a 24/7 rota basis including some on-call. Permanent night/day shifts will be considered depending on candidate. However, candidates must be flexible.
Entitlements	Full time staff receive 33 days holiday, inclusive of bank holidays. Part-time staff will receive pro-rata entitlement. Unseen has a work place pension scheme in place

RESPONSIBILITIES & DUTIES

The Helpline Adviser will be responsible for responding to all forms of contact made through the helpline and resource centre and will report directly to the helpline supervisor.

1. Helpline and Resource Centre - General

1.1 Support the Helpline Supervisor and Manager in the development and maintenance of materials and tools to provide an effective response to the different types of requests received through the helpline.

1.2 Build and maintain effective relationships with colleagues contributing to a positive and inclusive working environment.

2. Call response

2.1 Provide effective support to the helpline, working a flexible shift pattern, including overnight shifts and during holidays, as well as during inclement weather when the main office is closed.

2.2 Be flexible and adaptable to respond effectively to a diverse range of contacts through the helpline.

2.3 Maintain a professional approach to all contacts at all times, adhering to the helpline policies and protocols.

2.4 Understand the importance of effective call notes and ensure that calls are logged and relevant information is gathered and included. Ensure appropriate follow up action is taken as required, responding to and working with the helpline supervisor.

2.5 Respond effectively, as directed, to emergency operations issues and remote helpline operation during inclement weather and/or other emergencies.

3. Team

3.1 Participate in regular one-to-one wellness sessions with the helpline supervisor or manager.

3.2 Understand and keep abreast of policies and protocols related to the effective operation of the helpline and resource centre.

3.3 Attend monthly staff meetings and professional development sessions.

4. Training & Professional Development

4.1 Successfully complete the helpline adviser training, and any on-going training as required.

4.2 Identify own ongoing training and professional development needs and work with the helpline supervisor to meet these and to continuously review.

5. Other

5.1 Work with the Helpline Supervisor and Manager to develop the helpline and resource centre tools, protocols and materials.

5.2 Work flexibly to ensure sufficient helpline coverage at all times.

5.3 Other duties as assigned.

6. General (all staff)

6.1 Promote the vision, aims and objectives of the organisation and ensure that all contacts with external people and organisations fully reflect the professional approach of the organisation.

6.2 Understand and comply with all relevant legislation and adhere to organisational and operational policies, procedures and administrative procedures

- 6.3 Utilise internal and external supervision regularly
- 6.4 Identify own training needs and undertake appropriate training
- 6.5 Sign a confidentiality agreement.

PERSON SPECIFICATION

Criteria	
Essential Knowledge, Skills and Experience	
1	Previous experience working in the field of modern slavery within civil society, local government, or law enforcement.
2	Proven ability to exercise good judgment and independent decision making when faced with complex problems.
3	Ability to handle conflict with professionalism and calm.
4	Demonstrated ability to plan strategically, prioritise time, and manage implementation of plans in fast-moving, changeable environments.
5	Strong communication skills with the ability to transition easily between diverse communication styles.
6	Proficiency working with databases and ability to quickly learn and utilise diverse technologies and systems.
7	Ability to follow directions, manage time, work well under pressure, and maintain composure during stressful situations.
8	Speed and efficiency in performing tasks with the ability to synthesize new information quickly
Skills and Abilities	
9	Ability to work professionally with internal team as well as external agencies
10	Excellent communication and interpersonal skills
11	Excellent time management skills
12	Accurate record keeping
13	Ability to utilise supervision effectively
Values	
14	Commitment to social justice issues and the restoration of vulnerable people
15	Proven understanding of and empathy with the needs of those impacted by having been exploited, trafficked and enslaved
Other	
16	Good attendance record
17	Good time keeping
18	Ability to demonstrate resilience and work under pressure
19	Subject to a probationary term contingent on training performance
20	May be subject to a disclosure and barring service check
21	Commitment to innovation, efficiency, collaboration, service, and achieving exceptional results.
Desirable	
22	Previous experience of working in a helpline or customer response environment.