

Job Title	HOPELINEUK Manager (Night Service)	Reports to	HOPELINEUK Service Manager
Location	Warrington		
Department	HOPELINEUK		
Job purpose			
Enable the delivery of an outstanding suicide prevention helpline, through the effective management of HOPELINEUK advisers alongside promotion and development of the service.			
Jobs reporting into the job holder		HOPELINEUK Advisers	
Key responsibilities and duties			
<ul style="list-style-type: none"> • Provide the team of advisers with leadership, guidance and support through effective line management, recruitment, mentoring, training and coaching. • Manage and empower a team of advisers to deliver high quality individualised support for all service users • Plan and manage the daily rota and shift cover to ensure staffing of our helpline is sufficient to meet demand for the service. • Manage and co-ordinate all other resources required to effectively and efficiently deliver the helpline service. • Deliver our helpline services on a 7-night shift system including weeknights and weekend nights • Support a range of clients via multichannel communications adhering to the remit of service at all times. • Act as a clinical referral point for adviser queries arising from our helpline services, including providing an on-call service where appropriate • Proactively support the charity Designated Safeguarding Lead, following all policy and procedures in risk assessing and providing advice and guidance to advisers and colleagues across PAPYRUS around safeguarding matters. • Ensure data and information is collated and inputted into databases, adhering to the remit of our service whilst allowing meaningful data analysis • Facilitate, coordinate and chair helpline team meetings and represent our helpline department internally and externally where required. • Respond to media enquiries when appropriate, including attending radio, telephone, TV interviews with journalists if required. • Manage all helpline client feedback utilising appropriate policies and ensuring the quality treatment of each of them during and after their contact with us. • Support the development of the helpline service in line with the charity's strategic aims and objectives. • Take responsibility for own continued professional development, keeping up to date with training and enhancing knowledge to feed into enhanced service delivery. • Adhere to the values of PAPYRUS, embedding a consistent culture across teams and bases. 			

Health and safety			
<ul style="list-style-type: none"> Fully endorse, demonstrate and carry out the health and safety policy. Comply with all policies and statutory regulations relating to health and safety, safe working practices, hygiene, cleanliness, fire and COSHH. This will include your awareness of any specific hazards in your work place, and assist if required with the amending of risk assessments periodically. Identify and resolve maintenance requirements or hazards within the workplace and encourage any workforce to do the same to avoid injury. 			
Safeguarding			
<ul style="list-style-type: none"> PAPYRUS Prevention of Young Suicide is committed to safeguarding the welfare of children, young people and adults at risk and expects all staff and volunteers to endorse this commitment. The employee must act to protect all children, young people and adults at risk that they interact with. The employee must report any misconduct or suspected misconduct to the Designated Safeguarding Lead. 			
General			
<ul style="list-style-type: none"> Cooperate fully with colleagues and be flexible when assisting them in response to business needs Ensure a positive commitment towards equality and diversity by treating others fairly and not committing any form of direct or indirect discrimination, victimisation or harassment of any description and to promote positive working relations amongst employees and customers. 			
The above job description is not intended to be exhaustive, the duties and responsibilities may therefore vary over time according to the changing needs of the charity			
DBS check required		Yes	
Person specification			
* Method of Assessment: A = Application Form; I = Interview/ Assessment; C = Certification or other evidence		Essential / Desirable	Method
Qualifications	• Degree level or professional qualification in Social Work, Health, Nursing, Community Work or related discipline	E	A/C
	• Qualified in ASIST, Mental Health First Aid	D	A/C
	• Masters Level qualification in Health, Nursing, Social Work	D	A/C
	• People Management Qualification	D	A/C
Experience	• Proven track record of building and managing an effective team, supporting their development and managing their performance.	E	A/I
	• Previous successful experience of working in suicide prevention or mental health	E	A/I
	• Experience of managing projects with a positive impact on stakeholders, including clear outcome and delivery reporting.	D	A/I
	• Previous experience of building, developing and managing effective partnerships with internal and		

	<p>external stakeholders in the community, voluntary, statutory and political settings</p> <ul style="list-style-type: none"> • Experience of working with issues that impact young people most severely • Experience of providing advice guidance and support across multiple communication channels 	E	A/I
		E	A/I
		D	A/I
Knowledge, skills and qualities	<ul style="list-style-type: none"> • Awareness of current research / studies in suicide prevention alongside knowledge current suicide statistics • Excellent communication skills and ability to present information effectively. • Ability to deliver training and presentations to varied audiences • Awareness of the issues around safeguarding and how these can affect young people and adults at risk. • In-depth understanding of issues around equality and diversity and how this can affect and influence delivery of programmes, projects and activities. • Handle confidential and sensitive information appropriately • Ability to effectively plan and prioritise own work and workload of others • Proficient user of all Microsoft Office packages and online communication platforms • Willing to learn and continuously develop • Ability to empathise and make professional judgements in emotionally challenging environments • Ability to work within and contribute positively to the Ethos and Values of PAPYRUS • Willingness to work flexibly including weekends, evenings and on a on call rota covering shifts across our full opening hours. 	E	A/I
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I confirm that I have read and agreed to this job description outlining the main duties of my job role.			
Job holder name:			
Signed:		Date:	