# JOB DESCRIPTION

|  |  |
| --- | --- |
| Job Title: | **Helpline Assistant** |
| Grade: | **£11.64 per hour, equivalent to NJC Scale Point 14 (£21,190)** |
| Responsible to: | **SENDIASS Worker (Development and Outreach)** |
| Hours of work: | **25 hours per week, 9.30 to 2.30 Monday to Friday** |
| Annual leave: | **25 days pro rata** |

**MAIN PURPOSE OF JOB:**

Amaze’s SEND Information Advice and Support Service (SENDIASS) provides high quality and impartial information, advice and support to children and young people with SEND and their parent carers. The Helpline Assistant will offer a responsive and efficient first point of contact for parents and young people who use the SENDIASS helpline.

**MAIN DUTIES:**

|  |  |
| --- | --- |
|  | **Helpline calls and triage** |
| 1 | To answer calls, emails and messages made to the helpline, ensuring callers get a prompt and warm initial response, with as many as possible getting straight through |
| 2 | To gather and record essential contact and personal information, including consent for taking and holding this data |
| 3 | To triage callers, identifying with the caller what information, advice or support they have called to seek from Amaze and whether this is within the scope of what Amaze can offer. To offer basic signposting if not. |
| 4 | To use our factsheets and standard emails to give initial information relevant to the enquiry |
| 5 | To record a summary of the enquiry that will enable SENDIASS advice staff to provide advice where appropriate or inform an internal referral to other Amaze services. |
| 6 | To manage a booking system for SENDIASS advisers to call users to give in depth advice at a mutually convenient time |
| 7 | To make internal referrals to other Amaze services, ensuring the right information is collected, recorded and passed on so those services can respond in a timely way |
| 8 | To maintain appropriate records of all contacts via the helpline and contribute to monitoring and evaluation processes |
| 9 | To promote other Amaze activities so as to support Amaze’s wider work e.g. the Compass database, PaCC events, Compass activities, consultation and surveys, fundraising events |
| 10 | To contribute to other Amaze information and advice activities as required |

|  |  |
| --- | --- |
|  | **General Responsibilities** |
| 1 | To work within the framework of all Amaze policies and procedures |
| 2 | To develop relevant expertise and knowledge i.e. on disability, SEN, parenting, families of disabled children, local services, the local and national policy framework, so as to improve the quality of information, advice and support offered |
| 3 | To contribute to processes for reporting, feedback, monitoring, evaluation and service planning. |
| 4 | To carry out other duties appropriate to the role of Helpline Assistant as required |
| 5 | To attend team meetings, supervision and training as agreed with your manager |
| 6 | To be self-servicing with use of appropriate IT |

**Person specification**

**Experience**

Experience of providing a responsive service in a busy environment

Experience of collecting and recording information with accuracy, using IT comfortably at a good pace

Experience of working with a broad range of people (ideally including families, parents and or young people) and matching your communication style to varied individuals

Experience of reception, customer service or call handling, and providing information or similar

Experience of using a contacts database or evidence of ability to pick this up swiftly

**Skills and knowledge**

Ability to work positively and calmly under pressure

Excellent written and verbal communication skills, including listening skills and a warm responsive manner

Well-developed organisation and administration skills

Ability to record and process information accurately

Some understanding of (and empathy with) the issues facing children and young people with SEND and their families

Ability to assess, analyse and respond appropriately to complex information and people in distress

Good IT skills, including confidence with Microsoft Office, internet and email

Understanding of the importance of confidentiality and data protection and an ability to apply this

This post is subject to an Enhanced Disclosure by the Disclosure and Barring Service (DBS check).