



## Safe Harbour Inverclyde

Recruitment Pack: Volunteer & Telephone Support Worker

Job Reference: VTSW-01

Closing Date: Thursday 13<sup>th</sup> July 2023

Interview Date: TBC

Thank you for your interest in the post of Volunteer & Telephone Support Worker at Safe Harbour Inverclyde. This recruitment pack sets out information about the service and key information about the role, such as the Job Description and Person Specification.

Completed application forms can be sent by email to [admin@safeharbour.org.uk](mailto:admin@safeharbour.org.uk), or by post to 2A Newton Street, Greenock, Inverclyde, PA16 8UH.

Please return all application forms before **4:30pm on Thursday 13<sup>th</sup> July 2023**.

Interview dates will be emailed to applicants who pass stage one, following the closing date and once all applications are reviewed. An interview will involve a short practical element and a discussion with a selected panel of our staff, directors, and volunteers.

If you have any questions or wish to have an informal chat about this role, please do not hesitate to contact us by email or phone, asking to speak with Helen.

<b>Position Title:</b>	Volunteer & Telephone Support Worker
<b>Location:</b>	Based within the Safe Harbour Office and at designated Outreach Locations within Inverclyde.
<b>Salary</b>	£21,000 <i>pro rata</i> ; hourly rate of £14.00
<b>Optional Pension Contribution:</b>	5% minimum employee contribution & 3% employer contribution.
<b>Type of Contract:</b>	Part-Time
<b>Working Hours:</b>	18 Hours Per Week; 6 hours per day (10:00-16:00), typically on Tuesdays, Wednesdays, and Thursdays. For the right candidate, your hours may increase following completion of your probation period, subject to negotiation.  Please note that some weekend & evening work will be required based on the needs of the service.
<b>Reporting to:</b>	Depute Manager
<b>Line Management Responsibilities:</b>	None
<b>Annual Leave and Public Holiday Entitlement:</b>	16.6 Days Per Year & 9 Public Holidays.
<b>Probationary Period:</b>	6 months from the start date.

**Disclosure Checks:**

This post holder will be required to become a member of the Disclosure Scotland PVG scheme in relation to working with vulnerable adults, or undertake an update if already a member.

## What Is Safe Harbour Inverclyde?

Safe Harbour Inverclyde offers a unique talking therapy, focused on improving emotional health.

Safe Harbour is an asset-based, psychosocial programme that supports vulnerable individuals, families and carers to become more emotionally resilient, improve relationships and improve communication. This in turn helps them develop manageable solutions to cope more appropriately with complex social and personal traumas that arise. The majority of clients engaging with the service are also enduring high levels of emotional and social disadvantage.

We are the only alternative service outside of statutory services that challenges emotional trauma & social disadvantage by improving self-esteem and building emotional resilience and confidence, alongside reducing stress and anxiety and improving self-worth. Safe Harbour as an engagement tool helps reduce many barriers to those on the edges of our communities.

Many of our clients will not engage with statutory services for these types of issues, or if they do, they can often feel judged and disengage quickly. Reducing the barriers to accessing this type of service for the most vulnerable in our communities is key to achieving meaningful short- and long-term outcomes.

The service has been funded by the Big Lottery Fund, among other funders, to continue to provide emotional support to the most marginalised and vulnerable people in Inverclyde.

## What is the Volunteer & Telephone Support Worker role?

The Volunteer & Telephone Support Worker role is a new post, created to meet the demand for this type of support within our service and for the wider community.

Telephone support is a vital aspect of the Safe Harbour Programme, enabling the client to start to build attachment with the service, gain a better understanding of their own issues, and begin the process of informed recovery. The Worker will play an important role in providing direct support initially, prior to the client engaging with one of our Emotional Support Practitioners through face-to-face support.

The Volunteer & Telephone Support Worker will provide both:

- Individual telephone support for clients currently on the waiting list.
- General enquiries about the Safe Harbour referral process.
- Outreach support will be provided across the community.
- Develop supporting relationships with volunteers and provide general supervision to volunteers in their assigned roles.

## Job Description

### Telephone Support Duties

- Delivering a high standard of telephone support, using general communication skills.
- Work within the Safe Harbour Inverclyde Confidentiality and Data Protection policies at all times.
- Efficient management of a caseload of clients with diverse needs, situations and issues.
- Responding to client queries in an accurate and timely manner.
- Action planning for the care of each client, reviewing individual needs through a person-centred approach.
- Liaising with Emotional Support Practitioner staff in order to review cases and pass on clients to the one-to-one therapy service, ensuring a smooth and efficient pathway of care.
- Timely monitoring and evaluation, ensuring that all case notes are recorded and that digital systems are accurately updated.
- Managing risk effectively – particularly those relating to working with vulnerable client groups, such as suicidal ideation, adult protection and child protection issues. Ensure this is communicated with immediacy to senior staff.

### Volunteer Support Duties

- Providing information services in designated outreach locations – both to provide light support for individuals prior to referral and to inform potential clients about the Safe Harbour service and how to get involved.
- Signposting and referring on to other relevant or more appropriate services if required.
- Liaising with a range of stakeholders and partners to actively promote the work of the Safe Harbour service – particularly targeting those hardest to reach.
- To develop positive relationships with key staff in outreach locations to ensure positive outcomes.
- To advocate for both the Safe Harbour service and also mental and emotional health in general.
- To support and carry out general supervision of volunteers carrying out their tasks in designated outreach locations.

### General Duties

- Attend initial & ongoing training and development in order to keep knowledge of the Safe Harbour programme up-to-date.
- Attend team meetings and regular supervision and line management.
- Be a positive advocate for Safe Harbour, and emotional & mental health generally.
- Work within the parameters of the organisation's culture charter and aims of the service by upholding high standards.
- Be flexible and adaptive in your working style, in line with the unique formation of the Safe Harbour model, to meet the diverse needs of the Safe Harbour client base.
- Ensuring that communication at all levels and with all parties remains professional, timely and appropriate.
- Adhere to all service policies and procedures.

## Person Specification

<b>ESSENTIAL</b>	<b>DESIRABLE</b>
<b>EDUCATION</b>	
<ul style="list-style-type: none"> <li>• SVQ Level 3 in Social Care, Health, Counselling or equivalent.</li> <li>• COSCA Certificate in Counselling skills (or equivalent), or a willingness to work towards this.</li> </ul>	<ul style="list-style-type: none"> <li>• Relevant CPD courses relating to mental / emotional health, support work, counselling or the specific issues faced by vulnerable or disadvantaged individuals.</li> </ul>
<b>EXPERIENCE</b>	
<ul style="list-style-type: none"> <li>• Working directly with vulnerable people and disadvantaged individuals or groups.</li> <li>• Efficient and timely case recording and note keeping.</li> <li>• Use of IT, such as email, databases and Microsoft Office software such as Word and Excel.</li> <li>• An awareness &amp; understanding of monitoring and evaluation systems and procedures.</li> <li>• Working in partnership with and building relationships with, other organisations and groups, such as statutory services and other voluntary organisations.</li> </ul>	<ul style="list-style-type: none"> <li>• Experience of working in the voluntary sector.</li> <li>• Experience in facilitating group support sessions on themed issues.</li> </ul>
<b>SKILLS</b>	
<ul style="list-style-type: none"> <li>• A professional, sensitive and respectful approach to the role.</li> <li>• A respect for the autonomy and rights of clients, proactively encouraging service user participation and feedback where necessary.</li> <li>• Ability to work individually and also as part of a team, reporting to the team leads.</li> <li>• Excellent written and verbal communication skills, including speaking with people over the phone, in person, and electronically (such as over email).</li> <li>• Excellent organisation and time management skills.</li> <li>• Ability to work with difficult situations and to manage stress effectively.</li> <li>• Excellent interpersonal skills, such as being able to listen effectively, convey empathy, and demonstrating a non-judgemental attitude.</li> <li>• Ability to manage a caseload of clients.</li> <li>• Ability to show initiative and work flexibly if required.</li> <li>• Ability to form good working relationships with colleagues.</li> </ul>	<ul style="list-style-type: none"> <li>• Ability to work towards delivering public presentations.</li> </ul>

<ul style="list-style-type: none"> <li>• The ability to deal sensitively and confidently with those experiencing distress/other challenging emotions.</li> <li>• A willingness &amp; enthusiasm to learn new skills and undertake required training.</li> </ul>	
<b>KNOWLEDGE &amp; UNDERSTANDING</b>	
<ul style="list-style-type: none"> <li>• A knowledge &amp; understanding of talking therapies and their importance.</li> <li>• Knowledge of the challenges that individuals may face in relation to their emotional wellbeing and mental health.</li> <li>• A knowledge of confidentiality and data protection.</li> <li>• Knowledge of policies, procedures and laws surrounding mental health and support work.</li> <li>• A knowledge of safe working procedures such as lone working, risk assessments, and managing disclosure appropriately.</li> <li>• A knowledge &amp; understanding of emotional resilience and emotional intelligence.</li> </ul>	<ul style="list-style-type: none"> <li>• Knowledge, understanding, and experience of managing conflict.</li> <li>• Knowledge, understanding, and experience of trauma-informed practice.</li> </ul>
<b>OTHER</b>	
<ul style="list-style-type: none"> <li>• Willingness to work flexibly.</li> </ul>	<ul style="list-style-type: none"> <li>• Full UK driving licence and access to a car.</li> </ul>

## Contact Details:

Safe Harbour Inverclyde  
 2A Newton Street, Greenock, Inverclyde, PA16 8UH  
 01475 892197  
[info@safeharbour.org.uk](mailto:info@safeharbour.org.uk)