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# JOB DESCRIPTION

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| JOB ROLE | **Call and Email Handler and Stand-In Supervisor** |
| JOB FUNCTION | The Call and Email Handlers provide the day-to-day delivery of NAPAC’s primary survivor support service – the telephone support line and the email support service. They work alongside NAPAC-trained volunteers to provide telephone and email support to adult survivors of childhood abuse and those supporting them. Overall, they will have a commitment to delivery of excellence in everything NAPAC does for survivors and their supporters.  This post will also be expected to cover for Supervisors on shift when needed. Supporting and supervising both staff and volunteers to take calls and answer emails, adhering to NAPACs policy on Trauma Informed Support Process. |
| REPORTS TO | Support Line Manager and Survivor Support Facilitators |
| REPORTING LINES | N/A |
| LOCATION | Stockport |
| HOURS OF WORK | 20 hours per week. |

## MAIN AREAS OF RESPONSIBILITIES

* Take calls on the NAPAC telephone support line and answer support emails during shifts
* Take part in briefing and de-briefing before and after every shift
* Support other members of staff and have an awareness of the wellbeing of other team members, including volunteers, and offer support accordingly
* Have flexibility to cover other Call and Email Handlers in their absence to ensure that NAPAC’s support services are staffed
* Attend mandatory training, and to help organise volunteer training days
* Assist in mentoring new volunteers and allow them to shadow on the telephone support line and email support service
* Be aware of and adhere to all NAPAC’s policies and procedures
* Note the contents of all calls and hand-over summary of calls to Support Service Facilitators/Support Services Manager
* Contribute to the compilation of email feedback sheets to send weekly to London-based NAPAC staff
* Participate in team meetings
* Participate fully in supervision with Support Service Facilitators/Support Services Manager
* Attend off-site functions when required in the promotion of NAPAC or the recruitment of new volunteers
* Complete any administration tasks as requested by Support Service Facilitators/ Support Services Manager
* Carry out any other reasonable duties as directed by the Support Service Facilitators/Support Services Manager, Chief Operating Officer or CEO
* To cover for Supervisor on the NAPAC telephone support line when required to support staff and volunteers to take calls and answer emails
* Being able to support staff and volunteers adhering to NAPAC’s trauma informed support to all staff and volunteers to take calls and answer emails.
* To feedback and contribute to staff development and to handover all information on shifts about callers and staff and volunteers.

## PERSON SPECIFICATION

Excellent communication skills – oral and written – are essential.

Computer literacy, particularly in Word and Excel is desirable.

Resilience is a required feature for this role as well as recognising the importance of self-care.

Successful achievement of a high standard of education is essential for this role, as is a personal commitment to supporting adults abused in childhood.

Compassion and sensitivity to the cause, attention to detail, flexibility, and agility in ways of working are essential. Being a team-player and demonstrating a ‘can-do’ attitude are also vital.

Some knowledge of childhood abuse trauma and how it affects the day to day lives of adults.

Willingness to contribute to the active learning environment within the team.

Having a strongly non-judgemental and accepting approach to your work and that of the team.

Knowledge and importance of supervision within your work and contributing accordingly.

Some knowledge of trauma informed care.

The ability to supervise staff and volunteers in a highly supportive way to enable them to take calls and answer support emails.

To be resilient enough to cope with staffing and volunteer issues and be able to have supportive conversations on professional development.

Passion and enthusiasm for the cause and for service delivery.

To be able to work on their own, making decisions and working to meet the needs of the NAPAC support service.