



Call and Email Handler Job Description

JOB ROLE	Call and Email Handler
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.
REPORTS TO	Head of Support Service, Senior Survivor Support Facilitator and Survivors Support Facilitators.
REPORTING LINES	N/A
LOCATION	Stockport, Greater Manchester - in person. Remote and hybrid arrangements are not suitable for this role
HOURS OF WORK	17.5 hours per week (0.5 FTE).

Main responsibilities

- Take calls on the telephone support line and answer support emails during shifts.
- Take part in briefing and de-briefing before and after every shift.
- Attend mandatory training and NAPAC Training Days.
- 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 Survivor Support Facilitators/Head of Support Service.
- 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 Survivor Support Facilitators / Head of Support Services.
- 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 / Head of Support Service.
- Carry out any other reasonable duties as directed by the Survivor Support Facilitators/Head of Support Service, Chief Operating Officer, or CEO.
- Being able to adhere 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.
- To contribute to the support other team members and volunteers emotionally during shifts when taking calls and completing emails.
- To be aware of your own self-care and contributions to your supervision with outside supervision with an experienced Supervisor.
- To be flexible with rotas in line with the needs of the NAPAC support service.
- To work with a non-judgemental approach both with adults' survivors of childhood abuse their supporters and staff and volunteers of NAPAC.
- To keep up to date with trends and media coverage that reflect the needs of adult survivors of childhood abuse and how this may affect the NAPAC support service.
- To be flexible in your approach to your work within NAPAC that reflects a changing and expanding service with adult survivors of childhood abuse and their supporters.
- To actively contribute and promote the NAPAC support service to visitors that visit the NAPAC support service.

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.
- Knowledge of childhood abuse trauma and how it affects the day to day lives of adults and communities.
- Willingness to contribute to the active learning environment within the team and be able to identify your own training needs with Head of Support Service and or Senior Survivor Support Facilitator.
- 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 especially live supervision and be comfortable receiving this.
- Knowledge of trauma informed care both within service delivery and working environment
- Passion and enthusiasm for the cause and for service delivery.
- To be flexible in your approach to work. Contributing to service expansion and to be confident in voicing new innovative ideas that will benefit NAPAC service delivery with adult survivors of childhood abuse and their supporters.
- To be very firm with your personal boundaries when taking calls and emails whilst holding onto your own identity and individual style of communication and working.
- Confidence in being able to support adult survivors of childhood abuse and to hear content that will be impacting and personally triggering. Accepting the high level of support that will be given to you in this instance.
- Being able to accept support when Head of Support and or Survivor Support Facilitators recognise the need for this when on shift.