

JOB DESCRIPTION

PAPYRUS is the national UK charity dedicated to the prevention of suicide and the promotion of positive mental health and emotional wellbeing in young people.

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| 1. DESIGNATION | HOPELINEUK Manager (Warrington) |
| 2. HOURS | 36 hours including some unsocial hours |
| 3. SALARY | NJC Scale 27-30 (£30,507 - £32,878) & 5% pension contribution |
| 4. LOCATION | HQ Warrington with occasional travel in the UK |
| 5. CONTRACT TYPE | Permanent |
| 6. ACCOUNTABLE FOR | Suicide Prevention Advisers |
| 7. ACCOUNTABLE TO | Head of Helpline Services |
| 8. PURPOSE OF POST | <ol style="list-style-type: none"> 1. Help deliver HOPELINEUK services as an advisor and by managing the day to day running of the rota, shift cover and on call duties, providing support in all aspects and deputising for the Head of Helpline Services when required. 2. Work alongside the Head of Helpline Services to recruit, mentor and train new staff and volunteers to HOPELINEUK 3. Ensure suicide prevention information is up to date and relevant for young people and those concerned about them and that our policies and procedures support our aims. 4. Deliver presentations on PAPYRUS and training on suicide prevention to stakeholders. |
| 9. MAIN DUTIES AND RESPONSIBILITIES | <ol style="list-style-type: none"> 1. Help deliver HOPELINEUK services as an advisor and by managing the day to day running of the rota, shift cover and on call duties, providing support in all aspects and deputising for the Head of Helpline Services when required. <ol style="list-style-type: none"> a) Participate in the provision of service by providing ad-hoc support in an advisor role. Delivery during shift cover, including weekend and evening working where required, and to ensure supervision of shift staff. b) Plan and manage the daily rota and shift cover to ensure staffing of HOPELINEUK is sufficient to meet demand for the service and that advisors are available to deliver training and awareness sessions when required. c) Provide the team of advisors with leadership, guidance and support alongside the Head of Helpline Services through supervisions and quality assurance. d) Manage the rota to ensure suicide prevention advisors attend clinical supervision regularly and receive appropriate support. e) Ensure staff have the opportunity to debrief daily to monitor and respond to any issues arising. f) Assist in analysis and reporting to inform trends research and share appropriate information to managers Trustees, PAPYRUS press office, and colleagues with statistical information and data. |

- g) Ensure databases are kept up-to-date and retention of any information is appropriate and in accordance with policy
 - h) Facilitate and coordinate HOPELINEUK team meetings and represent HOPELINEUK at all relevant department meetings and where required externally.
2. **Work alongside the Head of Helpline Services to recruit, mentor and train new staff and volunteers to HOPELINEUK**
- a) Participate in the recruitment and induction of new staff to HOPELINEUK team ensuring they are mentored and supported appropriately.
 - b) Ensure all HOPELINEUK staff attend relevant training in order to offer the best possible service (i.e. subject matters, call handling, appropriate language etc.)
 - c) Support in recruitment and lead on induction of volunteers for the HOPELINEUK team to enhance the service and maximise volunteer opportunities.
 - d) Line manage the volunteers providing them with leadership and guidance ensuring clinical supervision and support according to policy.
3. **Ensure provision of the national helpline advice and that suicide prevention information is up to date and relevant for young people and those concerned about them**
- a) Monitor and review responses to HOPELINEUK clients for quality assurance, consistency and policy compliance ensuring reviews are part of line management supervision.
 - b) Act as a clinical referral point for all queries arising from HOPELINEUK and part of the out of office hours support for team members.
 - c) Lead on supervision of reviewing use of service by all HOPELINEUK team members ensuring consistency and policy compliance.
 - d) Assist in developing, reviewing and maintaining policies and procedures for HOPELINEUK.
 - e) Continue to work with colleagues to provide PAPYRUS online support for young people and those concerned about their mental health.
4. **Deliver presentations on PAPYRUS and training on suicide prevention to stakeholders.**
- a) Deliver training workshops and seminar presentations on PAPYRUS and suicide prevention to stakeholders as part of the training delivery team and as required to deputise.
 - b) Work directly with young people as key stakeholders where possible.
 - c) Contribute to developing PAPYRUS Training material and delivery of training, seminars and workshops to stakeholders as appropriate (including ASIST if qualified).
 - d) Respond to media enquiries when appropriate, including attending radio, telephone, TV interviews with journalists if required.

10. Other Duties and Responsibilities

- a) Represent PAPYRUS at local, regional or national meetings if required to do so.
- b) Engage with identified stakeholders, sharing knowledge and details of PAPYRUS Campaigns when required.
- c) Engage with identified stakeholders, especially PAPYRUS members, as required.

- d) Work collaboratively with other team members in pursuance of common goals and contribute to the maintenance and development of relevant policy and procedures.



- e) Respect confidentiality as per PAPYRUS policy and manage data as per the Data Protection Act 1998.
- f) Contribute to the development of appropriate Safeguarding protocols understanding your duties and managing any matters relating to safeguarding of children and vulnerable adults within PAPYRUS policy and in line with the Children Act 2004.
- g) Attend and contribute constructively to regular line management supervision and appraisal protocols.
- h) Attend training courses as required.

11. ADDITIONAL DUTIES

It is the nature of the work of PAPYRUS prevention of young suicides that tasks and responsibilities are in many circumstances, unpredictable and varied. All staff are, therefore, expected to work in a flexible way when the occasion arises and when tasks not specifically covered in their job description have to be undertaken. These additional duties will normally be to cover unforeseen circumstances or changes in work and they will normally be compatible with the regular type of work. If the additional responsibility or task becomes a regular or frequent part of the member of staff's job, it will be included in the job description in consultation with the member of staff.

12. CONFIDENTIALITY

It is expected that all PAPYRUS employees understand that our work is confidential and that neither details about those who use its services nor any other PAPYRUS business should be divulged to members of the public. A confidentiality agreement must be signed on taking up this post. Further details are outlined in the PAPYRUS Confidentiality Policy.

13. BASIC PRINCIPLES

The post holder is expected to be familiar with and have regard to the ethos and values of PAPYRUS and work within that framework. He/she must be prepared to operate without prejudice to all who approach PAPYRUS or work with the organisation at any level.

14. CONDITIONS OF SERVICE

Conditions of Service are broadly in line with those set out by the National Joint Council for Local Government Services. PAPYRUS has a probationary period of 6 months for all posts. Appointment to this post may be subject to satisfactory Enhanced CRB Disclosure and/or completion of Vetting and Barring Scheme checks.

15. QUALIFICATIONS

See Person Specification