**Role:** Domestic & Sexual Abuse (DSA) Shift Co- Ordinator

**Department:** DSA Helpline

**Location:** Remote working with requirement for occasional travel to Belfast

**Hours:** 30 hours (shift pattern to be agreed upon appointment)

**Salary:** NJC Scale points 18- 23: £28, 405- £31, 321 (pro-rata)

**Reports To:** Head of Professional Services

**Job Purpose**

The Helpline Shift Co- Ordinator plays a crucial role within the Organisation in which you will lead a team to deliver the 24 hour Confidential Domestic & Sexual Abuse Helpline hosted by Nexus, ensuring the efficient and effective operation of the service.

You will be responsible for leading our team of helpline operators coordinating schedules for cover and annual leave and serving as the point of escalation for unique and exceptional calls. The role has been introduced to ensure that Nexus deliver and facilitate the best possible service to our clients through the consistent and professional implementation of Nexus policies and Procedures.

You will report to our Head of Professional Services who will support you in every aspect of the role.

**Key Responsibilities**

* Administration: Ensure administrative tasks are followed and completed accurately. Ensure that all the relevant documents are completed and stored using our Quality Management System (QMS) and call logs are up to date.
* Call handling: Have the experience and ability to take calls from service users
* Communication: Take responsibility for the communication to all team members, ensuring information is recorded clearly. Maintain effective communication with the Head of Professional Services, providing regular updates on operational priorities, challenges, and required improvements.
* Continuous Improvement: Evaluate shift performance and identify opportunities for improvements in helpline operations, policies, and procedures.
* Effective Planning and Organisation: Plan and organise shift activities in an effective and timely manner, ensuring that resources are utilised efficiently.
* Escalation Point: Act as the point of escalation for unique and exceptional calls, making decisions and providing guidance to helpline operators when necessary.
* Internal system management: Delivery of internal systems in line with information, governance and risk management observing and ensuring professional client confidentiality is upheld at all times.
* Professional & Personal Development: Undertake relevant training as agreed with your line manager.
* Policy and Procedure Compliance: Ensure that all helpline operators adhere to company policies and procedures. Work within all Nexus policies including Safeguarding, Equality and Diversity Policy, Data Protection Policy and Health & Safety Policy implementing necessary updates or changes as directed by management.
* Preparation: Facilitate and coordinate the shift by planning and preparing handovers, ensuring handover information is correct, available, and recorded accurately and that any tasks outstanding are carried over to the next shift.
* Rota Coordination: Plan and coordinate the shift rota, including, annual leave, absence, and other scheduling needs, ensuring continuous coverage throughout the shift.
* Shift Leadership: Lead and manage the operations, ensuring that all helpline operators and volunteers are working effectively and efficiently. Ensure the accuracy of the Teams channel for shift management to enable the Helpline Manager to sign off monthly payroll.
* Support staff and volunteers: Complete risk assessments to ensure accurate, timely and appropriate safeguarding in line with Nexus policies particularly in relation to safeguarding children and vulnerable adults. This will include appropriate follow up and referrals to external agencies.
* Team Cohesivity: Train and coach team members to work together to deliver a professional service at all times. Welcome, train and engage new employees supported by the Head of Professional Services. Encourage and maintain a positive work environment so that all team members feel supported to deliver their role.

**Essential Criteria**

* 3 years’ experience in working with staff and projects in Counselling, Psychotherapy, Health and Social Care, Social Work or equivalent
* Demonstrable experience dealing with complaints from clients.
* Demonstrable experience of attending meetings ➢ Demonstrable excellent interpersonal skills
* Previous experience in a supervisory or coordination role, preferably in a call centre or customer service environment.
* Excellent communication skills, both written and verbal, with the ability to convey information clearly and concisely.
* Strong organisational and time management skills.
* Problem-solving abilities and the capacity to make quick decisions.
* Proficiency with relevant software and tools used in helpline operations.
* Knowledge of industry-specific policies and procedures.
* Experience working in a similar helpline or customer service setting.
* Minimum of 2 years’ experience working with Microsoft computer packages

**Desirable Criteria**

* Computer literacy including software scheduling and evaluation systems such as SPSS and VCC Call handling.
* Management experience in a helpline or support service role
* Supervising the work of staff/volunteers with an advice or helpline
* Previous experience of working on a helpline as a volunteer or in a paid capacity
* Experience of working within the education/health/social care/voluntary sector

**Working requirements**

The Shift Coordinator will work remotely with the requirement to attend meetings on occasion in the Belfast office. The position may require working evenings, weekends, or holidays to ensure 24/7 coverage of the helpline service.

This job description is intended to convey information essential to understanding the scope of the position and is not an exhaustive list of responsibilities. The employee may be required to perform tasks not listed in this description as needed.