



Nighttime

Administrative Assistant



About PIPS:

PIPS Suicide Prevention Ireland Charity is here to provide counselling and befriending support to individuals who are experiencing or have experienced suicidal thoughts or mental unwellness. PIPS Charity also provides support to families and friends who have been touched by suicide.

Our life saving services provide direct support to individuals who are in need. We offer a free, confidential counselling service, with no restriction on the number of sessions provided. We also offer a crises walk in service in Belfast and a crisis telephone service at other locations during our opening hours.

Background:

PIPS Charity seeks to deliver Suicide Prevention and Bereavement Support Services including Counselling, Crisis Support, Complementary Therapies, Befriending, one to one sessions, mentoring and support groups, sign posting to support organisations and home visits across Belfast and throughout Northern Ireland.

The organisation's origins are linked to the unfortunate tragedy of 14 young people taking their own lives over a short period of time and the coming together of a range of stakeholders compelled to try to address the issue. The organisation began, and very much remains, a community led organisation with a strong grass roots led ethos to suicide prevention and self-harm.

PIPS Charity understands that everyone is different, and we need to be able to offer an appropriate service to cater for individual needs. PIPS Charity is one of the few, if not the only suicide prevention organisation that offers an open door service with no appointment needed.

Since our foundation we have strived to combat the high levels of suicide throughout the various communities in Ireland by providing help and support to those families bereaved through a suicide or self-harm. We do this through the delivery of suicide prevention and bereavement support services, 1 to 1 counselling, befriending services, advocacy support



and complimentary therapies and our client led 'no appointment needed' service. This 'no appointment needed' approach ensures there is always someone to contact for a chat when a person might feel vulnerable, might be at risk of suicidal behaviours or is simply in need of assistance. PIPS is their light in the dark.

When a person comes to PIPS for help, they will be spoken to immediately and a stay safe/support plan will be put in place. We have an open door policy; you will not have to wait days or weeks to see a counsellor/therapist. In addition to providing this immediate support, PIPS acts as a gateway to other services. We provide a wrap-around service so that nobody feels alone.

PIPS also provide a range of bespoke training programmes in the form of workshops, which raise awareness and provide individuals with intervention tools and knowledge on topics such as suicide prevention, self-harm, eating disorders, self-care and befriending. To date, these programmes have been delivered throughout Northern Ireland to a wide range of groups, including coaches, secondary school students, universities, charities, community activists and a range of private businesses.

We're extremely lucky to be supported by the community over the years. People have carried out numerous events and fundraising activities, giving us the vital funds that allow us to keep our doors open, and continue providing these necessary life-saving services. We as a charity do not receive any core funding and are able to stay open and functioning by every person in the street who lends a hand.

As the demand for our services continues to grow, the community support and belief in our services has never waned and it is only through the generosity of members of the public and sponsors that we are able to continue our services.

Here at PIPS Charity, we can guarantee that families who have lost loved ones and people in crisis will always be at the heart of our work and their needs will always be paramount in our service delivery.



PIPS Vision & Mission

Our Vision

Our vision is to be recognized for the contribution we can make to preventing the loss of life, supporting families and helping building hope within our community and we do this by striving for a compassionate Society free from suicide.

Mission

We help individuals, families and organisations who have been affected by suicide or mental un-wellness and we do this by:

- Providing support and counselling services in an accessible and non-judgmental space for individuals to understand themselves and to better navigate their personal path in life
- Providing a neutral, compassionate and supportive environment by offering a space for peer groups to share their experiences of emotional challenges
- Working with organisations to nurture a culture of awareness and understanding of mental wellness, by providing specialist training and volunteering opportunities
- Working with local communities and government bodies to influence societal change with the aim to advance the understanding of suicide and mental wellness within Ireland

JOB DESCRIPTION

Job Title:	Nighttime Administrative Assistant
Reporting to:	Clinical Care Team Manager
Contract Type:	Permanent
Hours:	13.0
Shift Pattern:	Friday night 9.00pm -10.00am
Salary:	£30,160 (pro-rata) per annum
Location:	Belfast offices

Executive Summary:

We are looking for a reliable Nighttime Administrative Assistant that will facilitate an efficient and effective telephone counselling service to all callers. The candidate will have an ability to work with a variety of individuals and presenting issues, including those who are distressed and/or at risk, and signpost them to the Nighttime Counsellor.

Key Responsibilities:

As the Nighttime Administrative Assistant, the key responsibilities associated with the job role include:

- Perform clerical duties such as answering, screening and de-escalating telephone calls.
- Input, update and maintain the CRM system with accurate information for future analysis by the Senior Management Team.
- Filing, both manual and electronic, ensuring an adequate supply of client therapy forms and photocopy when required which adheres to GDPR regulations.
- Handling all client queries and responding in an empathetic manner to requests.
- Operate within a triage framework to risk assess client crisis scenarios and determine appropriate courses of action for de-escalation and support. (Full training will be provided to the successful candidate).

- Maintain the appointment system and follow up on client's appointments as and when required.
- Redirect telephone calls, which are unrelated to PIPS and signpost to other relevant statutory, community and voluntary organisations, eg, Food Banks, Men's Shed, etc.
- Develop good relationships with staff and volunteers throughout PIPS.
- Manage your own time effectively to achieve deadlines.
- Plan and organise own work to achieve results that are aligned to personal and corporate objectives.
- Have knowledge and understanding of, and contribute to, PIPS' strategic objectives and how your role and personal objectives contribute to their achievement.
- In the event of a counsellor being unavailable, all communication to be sent via email.
- Participate in training and personal development as agreed with your Line Manager.
- Open building if required.
- Follow the end of day procedure for locking up the building and activate alarm system if required.
- Fill out the Handover Sheet detailing any tasks of high priority and/or high risk that require resolution asap to all Reception Staff and members of Senior Management.
- Any other reasonable management request.

PERSON SPECIFICATION

Criteria	Essential	Desirable
Qualifications	<ul style="list-style-type: none"> Five GCSE qualifications at Grade C or above to include both English language and Maths. 	
Experience	<ul style="list-style-type: none"> Two years administrative experience working in a busy office environment gained within the past three years. 	Experience of working in a charity.
Skills and Attitudes	<ul style="list-style-type: none"> A high level of computer literacy and IT skills regarding common Microsoft platforms and applications. Accuracy and attention to detail. Excellent organisational skills. Excellent communication and interpersonal skills. Ability to work independently and as part of a team. Willingness to work flexibly. Self-motivated, adaptable, enthusiastic and positive approach. Ability to work to a high level of accuracy. Confidential, diplomatic and approachable with a high standard of service. Ability to prioritise, work to strict deadlines and have excellent time management. 	



Application Details

The closing date for Application Forms is **25th April 2025**. Applications received after this will not be considered.

Completed Application Forms along with the Monitoring Form should either be emailed to liz@pipscharity.com or sent by post, or delivered by hand to:

PIPS
279 Antrim Road
Belfast
BT15 2GZ

We offer you:

- **Competitive Salary**
- **Enhanced Sick Pay**
- **28 Days Annual Leave**
- **11 Paid Bank & Public Holidays**
- **Carryover of 5 Annual Leave Days**
- **TOIL**
- **Compassionate & Bereavement Leave**
- **Occupational Health Service**
- **Employer Pension Contributions**
- **Private Health Care**
- **Flexible Working Hours**
- **Comprehensive Induction & Support**
- **On The Job Learning**
- **Car Mileage Scheme**
- **Family Friendly Policies**
- **Free External Counselling Service**
- **Learning and Development Opportunities**