

## **JOB DESCRIPTION**

**JOB TITLE:** HELPLINE CO-ORDINATOR

**GRADE:** EO1 £27,845 - £28,730

**RESPONSIBLE TO:** ADVICE SERVICES MANAGER

**PURPOSE:**

- (i) To co-ordinate and ensure the effective and efficient day to day operation of Housing Rights helpline across all its delivery channels;
- (ii) To assist in the provision of specialist, comprehensive, holistic advice and support on the core areas of housing and homelessness to members of the public and relevant agencies.
- (iii) To effectively support & supervise the Helpline staff and volunteers.
- (iv) To co-ordinate appropriate internal and external referrals for the helpline service.
- (v) To further the mission and aims of Housing Rights.

### **DUTIES:**

#### **1.0 CO-ORDINATOR ROLE**

- 1.1 To allocate helpline rota sessions for relevant staff to ensure adequate cover across operational opening hours.
- 1.2 To supervise Helpline staff and volunteers and promote effective teamwork to ensure best outcomes for all clients.
- 1.3 To work flexibly and collaboratively across the organisation to ensure delivery of service.
- 1.4 To monitor the helpline and assist in compilation of relevant monitoring and evaluation reports and make recommendations for service improvement in liaison with relevant Advice Service Managers on a regular basis.
- 1.5 To work closely with the relevant Advice Service Managers to:
  - conduct staff 1:1's and annual appraisals;
  - bring matters of a disciplinary nature for appropriate remedial or other relevant action to the attention of the Advice Service Manager.
- 1.6 To comply with Housing Rights quality framework requirements and identify remedial actions to ensure the delivery of a high quality service.

- 1.7 To identify learning or development needs of staff are met.
- 1.8 To work proactively with volunteers and provide ongoing support to ensure volunteers are motivated and managed whilst delivering high quality advice on the helpline.

## **2.0 PROVISION OF ADVICE, ASSISTANCE & DIRECTION TO INBOUND HELPLINE CLIENTS**

- 2.1 Be proficient in the use of Housing Rights digital and telephony channels to meet the needs of service demands.
- 2.2 Undertake initial triage assessment of client housing issues using diagnostic questioning.
- 2.3 Identify client needs and appropriate actions required to achieve appropriate positive outcomes.
- 2.4 Utilize available resources, both printed and electronic, to answer client queries effectively.
- 2.5 Aim to resolve all enquiries on first contact.
- 2.6 Identify more complex issues and make appropriate internal and /or external referrals as appropriate.
- 2.7 Empower clients to use self-help materials (using [www.housingadviceni.org](http://www.housingadviceni.org) )
- 2.8 Ensure client details are entered into Advice Pro accurately and promptly in the prescribed manner.
- 2.9 Ensure all work meets both internal and external quality and performance related requirements.
- 2.10 Contribute to the development of housing legislation and policy through the provision of practice-based comment.

## **3.0 DEVELOPING EFFECTIVE WORKING RELATIONSHIPS**

- 3.1 To create, develop and maintain effective internal working relationships.
- 3.2 To ensure client care and customer focus by creating, developing and maintaining effective working relationships with service users/external agencies and relevant stakeholders.

#### **4.0 DEVELOPING SELF AND OTHERS**

- 4.1 To plan, allocate and organise own workload.
- 4.2 To work collaboratively as part of the advice services team.
- 4.3 To take personal responsibility for maintaining awareness of current topical housing issues including wider Housing Rights developments, and understand the implications of these for customers of the service.
- 4.4 To monitor and evaluate own work.
- 4.5 To develop self to enhance performance.
- 4.6 To contribute to learning and development activities for colleagues.

#### **5.0 OTHER**

- 5.1 To act in accordance with the agreed values of the organisation.
- 5.2 To ensure the policy and procedures of the organisation, with respect to Statutory Compliance, Client Care as outlined in the person specification for this position, are observed.
- 5.3 To undertake any other duties, consistent with the post which may from time to time be required by the.

The duties of the post will be subject to review in accordance with the needs of the organisation.

**Reviewed April 2021**