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| **Job title**: Helpline Adviser |
| **Reports to:** Helpline Team Leader | **Reporting to job holder:** NA |
| **Overall purpose:**To be the first point of contact and to holistically assess clients and provide advice. support, information and guidance to individuals in need, who work or have worked in the automotive industry and allied trades (and their dependants). To work as part of a team with Support Service colleagues to identify trends in client need and respond with targeted preventative intervention.  |
| **Principle accountabilities:****Planning and organising*** To promote a holistic culture and approach within an advisory team which supports the provision of high quality, client focused and person-centred support to help clients take control of their situation and move forward
* To maintain up to date and accurate records for all clients on our CRM data based system
* To deliver all appropriate aspects of Information, advice and guidance required to meet clients identified needs ensuring they feel well informed and encouraged to access all appropriate support
* To effectively implement Ben’s policies and procedures at all times
* To manage a busy helpline directing call in an appropriate manner and provide support to clients, and Identify when urgent/critical intervention is required and refer internally or externally in an appropriate manner
* To work closely with the Case Management and Specialist Services teams providing a two- way referral process for our clients
* Remain objective and professional when assessing and supporting clients, supporting them to access support from other organisation, charities or trusts

**Business focus*** To work within agreed criteria, policies and practices when supporting clients and agreeing the assistance we can provide and intervention methods to implement
* To be aware of the roles limitations and boundaries and make appropriate referrals internally or externally
* To keep abreast of changes in legislation of Welfare Benefits and Statutory Provisions
* To promote and maintain a safeguarding culture with colleagues ensuring that Ben’s safeguarding procedures and protocols are effectively implemented to maintain a safe and secure environment for clients
* To identify issues relating to a client’s current situation and vulnerability, and to undertake a thorough needs assessment which safeguards the individual, seeking guidance where appropriate from a line manager or SaSH/safeguarding deputy, and following the appropriate SaSH/safeguarding procedures and reporting
* Contribute to maintaining a healthily and safe working environment by complying with Ben’s health and safety policies and procedures at all times
* To comply with Ben’s protocols and requirements on maintaining confidentiality

**Communication*** To ensure all communications and interactions with clients and other stakeholders is effective, sensitive and professional
* To maintain effective communication and collaboration with clients, other medical professionals, referral partners to meet clients, social, emotional, health and financial needs
* To provide effective handovers of referrals, sharing information with appropriate members of the team and in line with Policies and Procedures.
* To communicate and engage with colleagues to ensure they are fully informed about matters which affect their day to day tasks
* To liaise with Support Services colleagues to develop a team mentality and working practices

**Budgetary control*** To raise purchase orders for good and service making sure that all funded support processes have been adhered to.
* To request payment for goods services in the form of Bacs. Cheques or Chaps working closely with the finance department to make sure all procedures have been followed.
* To access the company credit card to make payment for emergency items, goods or services, adhering to authorisation limits of the card.

**Managing performance*** To contribute to the delivery of a culture of performance and service excellence within support services
* To work and achieve agreed targets and SLA’s, providing positive outcomes and impactful results
* To contribute to the assessment and evaluation of the quality and effectiveness of support provided to clients and assist in the continual review and development of the service to enhance the client’s experience
* Provide information and reports relating to your work, to supervisors, managers, Head of support services, Director of Health and Wellbeing, Marketing and Business Development teams
* To be responsible and accountable for your decisions and actions, positively engaging in regular supervision, observations, appraisals and caseload reviews
* To support clients to apply for financial support from other organisations, charities or trusts
* To give IAG on all statutory services and support clients to access

**Stakeholder relationships*** To build strong relationships with external referral partners, enabling smooth transition of support for our clients
* To build strong relationships with almonising partners, to aid the ability to access further funding for our clients
* Represent Ben in a positive manner, and where appropriate liaising with the local authority and community groups to support your client’s needs

**Achieving customer service excellence*** To support the delivery of a consistent level of customer service to all clients, family members, referral partners and industry partners, ensuring an experience which often exceeds expectations and that the service is viewed in a positive way.
* Share best practice, new ideas and suggestions for service developments and improvements.

**Additional duties*** To attend regular team training, team meetings and development sessions, these will be held in various locations around the UK, mainly the Midlands and South East of England.
* To travel to meet colleagues, and other organisations, this may involve overnight stays.
* To undertake any other duties specified from time to time by the Helpline Team leader, Head of support services, or Director of Health and Wellbeing
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| **Deliverables – Key measures:****Planning and organising*** Information, advice and guidance will be delivered to clients following principles and practices that ensure that the clients physical, social and emotional needs are considered, and the appropriate support is provided
* Holistic assessments of enquiries will be completed demonstrating clients are listened to and heard and are enabled to take a personal responsibility for their support plans and progress
* Effective and accurate IAG will be given to clients, covering topics such as Money Management, Mental Health, Physical Health, Benefits, Employment/Education and substance and alcohol misuse.
* Clients will be fully supported with the correct referral process either internally or externally and managed in a person centred and holistic manner
* Clients dependency on Ben, will be minimised by ensuring they have access to impactful interventions, which result in long-term positive benefits for the individual (and their family)
* All support and assessment of clients will be objective and professional
* Through consistent and proactive planning and time management all cases supported in line with SLA’s

**Business focus*** Reporting and recording systems will be accurately maintained to support a healthy, safe and secure environment for clients, colleagues, wider team and organisation
* All aspects of the regulatory and organisational policy/procedure frameworks will be met to support decisions made and that they are of least risk
* SaSH/Safeguarding issues will be identified and reported in a timely manner and in line with legislative and organisational requirements
* Diversity and equality of opportunity in the workplace will be demonstrated

**Communication*** Effective working relationships will be maintained with other professionals and agencies who provide appropriate support for our clients, their families and employers
* Individuals, Referral Partners, Industry partners and other stakeholders are informed about the services provided by Support Services
* Ben information is communicated accurately and on time so that colleagues are knowledgeable about matters that affect their day to day working lives and about the wider organisation

**Budgetary control*** To follow procedures and process when awarding funded support and purchasing goods or services
* To raise payment for goods services in the form of Bacs. Cheques or Chaps working closely with the finance department to make sure all procedures have been followed.
* To make payment on the company credit card for emergency items, goods or services, adhering to authorisation limits of the card.

**Managing performance*** Enquiry reviews will demonstrate quality assurance and enable evaluation of standard of support to clients, families, referral and industry partners
* Targets, objectives and SLA’s will be met in line with your role and monitored against progress throughout
* Reports regarding your current work will be accurate and available as and when required
* Helpline advisers will be accountable for all actions, time management, and workload make supervisors aware when if any issues are encountered

**Stakeholder relationships*** Stakeholder awareness and knowledge of the services provided by support services is improved
* Policies and procedures with regards to partner relationships, managed referrals and confidentiality of Ben Clients will be adhered to
* Ben will be welcoming to stakeholders and their support

**Achieving customer service excellence*** Excellent customer service and practices will be demonstrated maintained at all times
* Positive feedback about the quality of support provided to clients, their family, and from referral and industry partners will demonstrate expectations are met or exceeded
* Clients will have accessed all statutory provisions reducing dependency on Ben and will become more empowered

**Additional duties*** To undertake any ad-hoc project as required
* To strive to have a proactive attitude by helping others who may need assistance
* To offer suggestions as to how best to improve our service and delivery

**Other significant role requirements:*** Quiet space at home for use as a home office.
* Attend regular team training and development sessions, these will be held in various locations around the UK, mainly the Midlands and South East of England.
* Travel and overnight stays may be required.
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|  **PRIDE** valuesTo embody and deliver the role of Enquiries Helpline Advisor in line with our values: -PassionateRespectfulInclusiveDrivenEmpowered |
| **Experience required:**Experience of community support, social care, and/or information, advice and guidance rolesExperience working in a helpline capacity or similar role, experience managing your own caseload in a holistic mannerExperience of working within regulated activity environmentsKnowledge and experience of working with Data Protected environmentsKnowledge and experience of Safeguarding Legislation (Vulnerable Adult and Child Protection best-practice)Experience of developing and maintaining partner relationshipsProfessional and objective Effective communicator, verbally and in writing | **Technical Knowledge:**Level 3 in Advice and Information or willingness to work towardsWelfare System/benefit knowledgeLiterate and numerateGood knowledge of MS Office applicationsSpecialist knowledge area, supported by training and/professional qualificationsWorking knowledge of some CRM and data analytics |
| **Other significant role requirements:** Demonstrate the Core Behaviours for this role. Excellent IAG practice and skills.Effective written communication skills to prepare documents, reports, procedures about the support for whom the post holder has accountability, its customers, and colleagues as required.Able to use initiative.Positive, dynamic and solution-focussed.Ability to work autonomously, prioritising simple and complex tasks.Able to work within tight timescales.Able to work remotely and on own initiative.Able to see a task through to completion.Ability to engage effectively with client’s, relatives and other stakeholders to promote and raise awareness of Ben and its services.Ability to maintain all aspects of confidentiality and to comply with all legislative requirements in relation to customers and colleagues. |
| **Date updated: 18/11/2020** |

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