

## National Modern Slavery Helpline Advisors

**Location** Biggleswade, Bedfordshire

**Reports to** Helpline Supervisor

**Purpose**

Unseen UK, an award-winning anti-slavery charity, runs the national modern slavery helpline for child and adult victims of all forms of slavery. The helpline serves as an independent, confidential, 24-hour, multi-lingual contact point for victims to access services and support across the UK, for the public to report suspected incidents of modern slavery, for businesses to receive guidance, and for frontline professionals to receive prompt, informed technical advice. The helpline also acts as a central data hub and resource centre for stakeholders in the anti-slavery field to access training, statistics, tools, and good practice.

We are looking for additional helpline advisors to answer calls, provide information, advice and guidance and support the overall running of a 24/7 helpline and resource centre which is both professional and victim-centered in its response.

The helpline advisor post is a challenging and diverse role. Successful candidates must be strong learners, able to maintain subject matter expertise in a quickly-changing field. Helpline Advisors are required to be dynamic and flexible, able to think on their feet, assess risk, make decisions, action cases and remain calm, employing de-escalation tactics to emotionally heightened callers, even when hearing severe accounts of abuse. We work closely as a team, and successful applicants must be able to communicate efficiently and effectively in a fast-paced environment. Helpline Advisors must also be able to work both independently and collaboratively, showing high levels of resourcefulness and ability to consistently find or create solutions.

Helpline Advisors are based in Biggleswade, Bedfordshire.

The Helpline Advisor role includes, among other things:

- responding effectively to incoming calls, emails, online tip reports, and messages received through the helpline from victims and survivors, service providers, law enforcement, government, professionals, and community members, building trust with callers through sensitive call-handling;
- providing crisis assistance, safety planning, tip reporting, referrals, technical assistance, general information, and support to individuals contacting the helpline in accordance with helpline response protocols, implementing creative problem-solving to offer bespoke responses to the needs of a case while utilising all available resources;
- quickly inputting and maintaining clear, concise, and accurate case notes and entering data pursuant to the helpline’s data standards; and
- collaboratively working to respond to potential trafficking cases as needed, conducting needed follow up work pursuant to victim-centred responses.

These roles are full-time, 40 hours per week (including lunch breaks) and will involve evening, weekend and bank holiday working, including operating an on-call rota. Part-time will be considered.

	<p>Recruitment for this position is open; applications will be reviewed upon receipt between now and the end of June 2019. Early applications suggested.</p> <p>Training will begin in July/August 2019. All Helpline Advisors must be able to attend initial training, which lasts approximately 4 weeks full-time. (Placements are subject to satisfactory references and DBS check if required and completion of induction).</p>
<b>Salary Range</b>	£21,646 (pro-rata for part-time)
<b>Hours of work</b>	40 hours per week on a 24/7 rota basis including some on-call. Permanent night/day shifts will be considered depending on candidate. However, candidates must be flexible. Candidates preferring night and weekend shifts are welcome.
<b>Entitlements</b>	Full time staff receive 33 days holiday, inclusive of bank holidays. Part-time staff will receive pro-rata entitlement. Unseen has a work place pension scheme in place.

## RESPONSIBILITIES & DUTIES

The Helpline Advisor will be responsible for responding to all forms of contact made through the helpline and resource centre and will report directly to helpline supervisors.

### 1. Helpline and Resource Centre - General

1.1 Support the Helpline Supervisor and Manager in the development and maintenance of materials and tools to provide an effective response to the different types of requests received through the helpline.

1.2 Build and maintain effective relationships with colleagues contributing to a positive and inclusive working environment, offering support to each other, when needed. The Helpline works together closely, as a team.

### 2. Call response

2.1 Provide effective support to the helpline, working a flexible shift pattern, including overnight shifts and during holidays, as well as during inclement weather when the main office is closed.

2.2 Be flexible and adaptable to respond effectively to a diverse range of contacts through the helpline. Helpline Advisors must exhibit strong listening skills and develop expert ability to conduct accurate modern slavery and risk assessments.

2.3 Maintain a professional approach to all contacts at all times, adhering to the helpline policies and protocols. Helpline Advisors must fully endorse and practice the helpline's victim-centred approach and master call-handling skills that build trust with callers.

2.4 Understand the importance of effective call notes and ensure that calls are logged and relevant information is gathered and included. Helpline Advisors must have strong, clear writing skills.

2.5 Ensure appropriate follow up action is taken as required, responding to and working with the helpline supervisor. Helpline Advisors are responsible for identifying needed action and offering creative solutions, using known resources and expertise.

2.6 Respond effectively, as directed, to emergency operations issues and remote helpline operation during inclement weather and/or other emergencies.

### 3. Team

3.1 Participate in regular one-to-one wellness sessions with the helpline supervisor or manager.

3.2 Understand and keep abreast of policies and protocols related to the effective operation of the helpline and resource centre, remaining accountable and implementing communications relayed regarding subject matter content, processes, and tasks.

3.3 Attend monthly staff meetings and professional development sessions and implement shared learnings and information.

3.4 Support colleagues, demonstrate situational awareness in the call-centre with an ability to prioritise within the context of the overall project and monitor impact of oneself in stressful situations.

#### **4. Training & Professional Development**

4.1 Successfully complete initial helpline advisor training, and on-going trainings as required.

4.2 Identify own ongoing training and professional development needs and work with the helpline supervisor to meet these and to continuously review.

4.3 Remain open to feedback and working collaboratively to build one's own skills and capabilities.

#### **5. Other**

5.1 Work with the Helpline Supervisor and Manager to develop the helpline and resource centre tools, protocols and materials.

5.2 Work flexibly to ensure sufficient helpline coverage at all times.

5.3 Demonstrate high levels of professionalism, maintaining timely communications and ownership of one's work.

5.4 Other duties as assigned.

#### **6. General (all staff)**

6.1 Promote the vision, aims and objectives of the organisation and ensure that all contacts with external people and organisations fully reflect the professional approach of the organisation.

6.2 Understand and comply with all relevant legislation and adhere to organisational and operational policies, procedures and administrative procedures.

6.3 Utilise internal and external supervision regularly.

6.4 Identify own training needs and undertake appropriate training.

6.5 Sign a confidentiality agreement and strictly protect sensitive information, following all data protection protocols and legislation

### **PERSON SPECIFICATION**

<b>Criteria</b>	
<b>Essential Knowledge, Skills and Experience</b>	
1	Previous experience working in the field of modern slavery within civil society, local government, or law enforcement.
2	Proven ability to exercise good judgment and independent decision making when faced with complex problems.
3	Ability to handle conflict with professionalism and calm.
4	Demonstrated ability to plan strategically, prioritise time, and manage implementation of plans in fast-moving, changeable environments.
5	Strong verbal and written communication skills with the ability to transition easily between diverse communication styles.
6	Proficiency working with databases and ability to quickly learn and utilise diverse technologies and

	systems.
7	Ability to follow directions, manage time, work well under pressure, and maintain composure during stressful situations.
8	Speed and efficiency in performing tasks with the ability to synthesize new information quickly.
	<b>Skills and Abilities</b>
9	Ability to work professionally with internal team as well as external agencies
10	Excellent communication and interpersonal skills
11	Excellent time management skills
12	Accurate record keeping
13	Ability to utilise supervision effectively
14	Critical thinking, assessment of complex situations
15	Creative problem solving
	<b>Values</b>
16	Commitment to social justice issues and the restoration of vulnerable people
17	Proven understanding of and empathy with the needs of those impacted by having been exploited, trafficked and enslaved
	<b>Other</b>
18	Good attendance record
19	Good time keeping
20	Ability to demonstrate resilience and work under pressure
21	Subject to a probationary term contingent on training performance
22	May be subject to a disclosure and barring service check
23	Commitment to innovation, efficiency, collaboration, service, and achieving exceptional results.
	<b>Desirable</b>
24	Previous experience of working in a helpline or customer response environment.