



recruitment pack
Helpline Advisor

About Us

Unseen is a UK charity with its head office in Bristol. We provide safehouses and support in the community for survivors of trafficking and modern slavery and operate the 24/7 UK wide Modern Slavery & Exploitation Helpline. We also work with individuals, communities, business, governments, other charities and statutory agencies to end slavery for good.

Our vision

Our vision is simple: a world without slavery. We aim to transform society's response so all can live in a world free from such abuse and exploitation.

Our mission

We're working to end modern slavery by empowering, equipping and influencing others to bring about positive and transformational change.

By **empowering** and supporting survivors through our specialist services we can enable them to recover safely and develop resilient, independent lives.

We identify key slavery and exploitation issues, and **equip others** with effective solutions through advice and training.

We use our experience, research and survivor stories to **influence** society and push for change in legislation, policy, business practice and consumer choices.

Our strategy

Educate society

Provide tangible solutions for individuals, communities, and organisations to be effective in their personal and professional lives in relation to tackling modern slavery.

Business engagement

Positively affect business behaviour by driving up standards to mitigate forced labour/ modern slavery by increasing awareness, engagement, transparency and promoting continuous improvement.

Support services

Influence and improve support systems locally, regionally, and nationally, whilst continuing to deliver services that empower and increase resiliency for those who have been exploited.

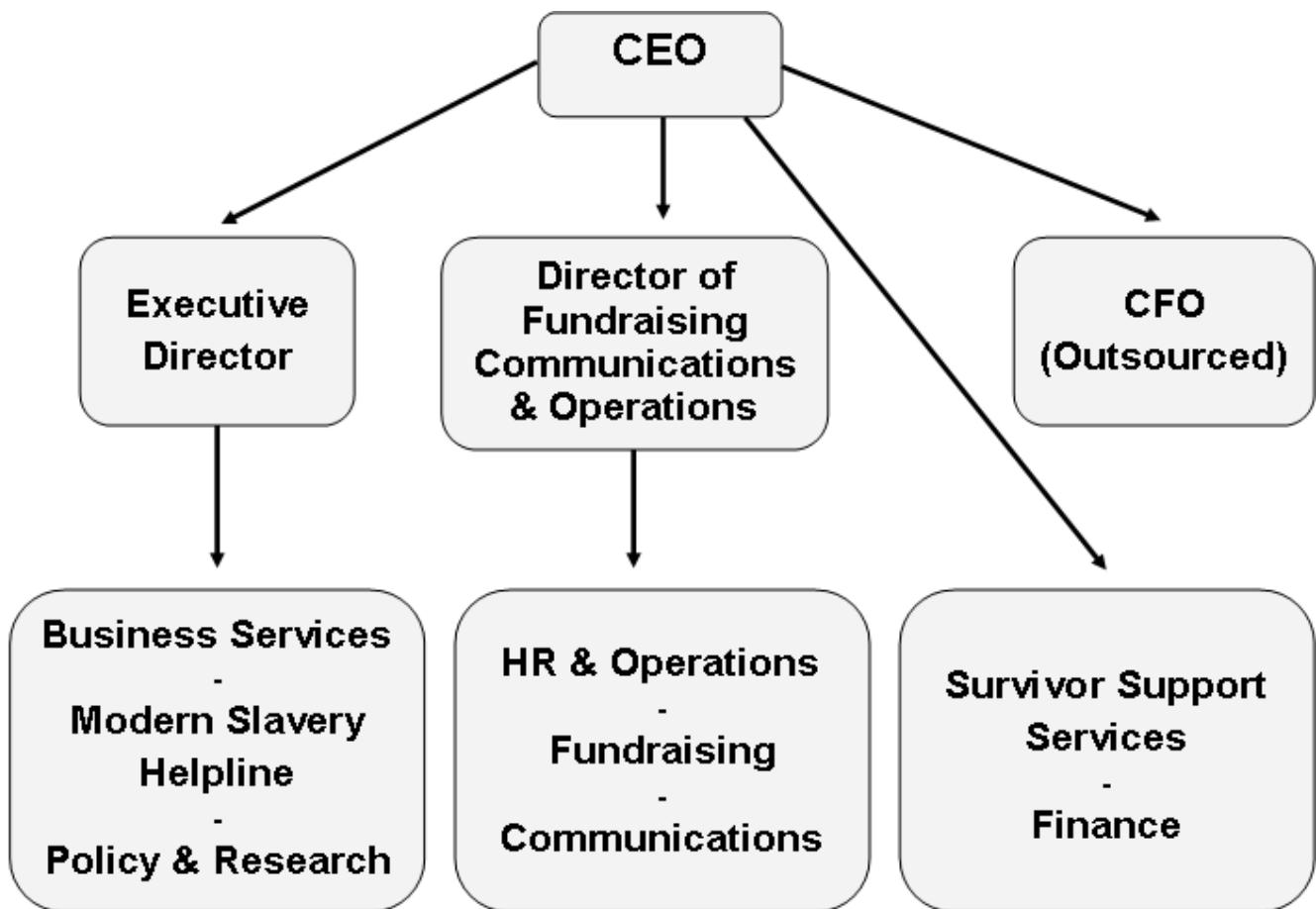
Policy, legislation and operational change

Influence policy, legislation, and operational practice in the UK and overseas to ensure tackling modern slavery remains a priority, being evidence-led by using our unique helpline data.

Organisational sustainability and optimisation

We will routinely review our internal processes and structure to ensure capacity and capability is optimised. We will consistently strive to achieve value for money. We will continue to prioritise funding ensuring our support services benefit the most from our activities.

Organisational Structure



Our values

Collaborative: We recognise the advantages in combining our expertise with the contributions of others. We seek to build lasting partnerships to support, challenge and deliver the changes we are aiming for.

Honourable: We see the best in people and promote an environment of respect for each other and our partners. We are straightforward, trustworthy and truthful in all our work.

Ambitious: We want to go as far as possible. We strive for the highest standards in all we do, pushing for change, looking for solutions. Our conduct, treatment of others and provision all aim to exceed expectations.

Dynamic: We are motivated to deliver results that change lives. In order to drive solutions forward, we embrace innovation, boldness and positivity.

Insightful: We are knowledgeable, informed and up-to-date. Thoroughly researching issues is a priority for us as the best way we can provide targeted, effective solutions.

Helpline Advisor

Location	Remote/flexible location with occasional attendance in office in Bristol (subject to change).
Salary	£25,235 per annum (pro-rata for part-time). Plus £31.50 retainer paid per sleep shift, on top of salary.
Contract type	Permanent
Hours	<p>Part-time or full-time—Full-time is 37.5 hours per week.</p> <p>Varied shift work according to a rota to provide 24/7 service. The role involves evening, weekend, bank holiday working and overnight sleep shifts.</p>
Reports to	Helpline Managers
Key relationships for the role	<ul style="list-style-type: none"> • Helpline Managers • Senior Helpline Advisors • Quality & Development Manager • Head of Helpline Services • Data Officers & Data Manager • Helpline & Trustee Co-ordinator
Entitlements	<ul style="list-style-type: none"> • 33 days holiday per year (pro-rated equivalent for part time), inclusive of bank holidays. An additional day of holiday is awarded at the start of each holiday year up to a maximum of 38 days. • Pension contributions • Enhanced sick pay entitlement (30 days full pay / 30 days half pay upon successful completion of probationary period) • Enhanced Maternity and Adoption leave • Staff Wellbeing Programme and flexible working • Employee Assistance Programme – counselling for individuals (up to 8 sessions) and their families and a range of wellbeing support and resources • Bike to Work Scheme • Speak Up Staff line • Lone Working system in place • Long service awards • Birthday Leave

Helpline Advisor (cont.)

The Role Within Unseen

You will help form part of a UK-wide team of remote Helpline Advisors operating the only 24/7 modern slavery specific helpline in the UK. You will be supported by wider team members, consisting of Senior Helpline Advisors, Helpline Managers, the Quality & Development Manager, the Head of Helpline Services, Data Officers & the Data Manager. You will contribute to a service that as well as providing information, advice and guidance to our service users, also helps create one of the largest non-governmental bodies of data on the scale of modern slavery in the UK which is used to influence strategy and policy at local, national and international levels.

Purpose of the role

To provide trauma informed and person-centered information, advice, and guidance to a variety of caller types, including people in and out of exploitation, professionals, members of the public, and businesses. You will form part of a 24/7 team of Helpline Advisors whose day-to-day responsibilities include answering incoming calls, making callouts, sending emails, drafting referrals to external agencies, and maintaining accurate data records.

Responsibilities Will Primarily Consist of

1. Responding effectively and sensitively to identify the specific needs of service users contacting the Helpline through incoming calls, emails and webforms. Service users may consist of survivors, service providers, law enforcement, government, professionals, and community members.
2. Triaging information whilst on the call, providing bespoke responses to service users who may require signposting, crisis assistance, safety planning, information reporting services, referrals to external agencies, technical assistance, or generalised information.
3. Using 'wrap-up' time to effectively input clear, concise and accurate case comments reflecting the call or task. Classifying cases according to Helpline data standards and entering required data into our bespoke CRM.
4. Working as a team to complete other Helpline Advisor tasks, some of which may be urgent, such as callbacks to existing service users, sending emails, drafting and sending referrals to external agencies and maintaining data standards.

Unseen UK actively promotes equality, diversity and inclusion. We match our needs with skills and experience of candidates, irrespective of age, disability (including hidden disabilities), gender, gender identity or gender reassignment, marriage and civil partnership, pregnancy and maternity, race, religion or belief, or sexual orientation.

Key responsibilities and tasks

All Helpline Advisors are responsible for responding to a variety of forms of contact made through the Modern Slavery & Exploitation Helpline. Helpline Advisors will use their excellent written and verbal communication to ensure incoming calls, outgoing calls, emails, referrals and data are all handled in line with the Helpline's trauma-informed and person-centred values. Helpline Advisors will report directly to Helpline Managers.

1. Operational responsibilities

- 1.1. Ensure the Helpline remains operational 24/7 by working a varied shift pattern including evenings, weekends and bank holidays.
- 1.2. Contribute to overnight cover of the Helpline by completing periodic 'sleep shifts' from 22:00-0800 during which time you sleep but must be available to answer incoming calls. An additional retainer of £31.50 is paid per sleep shift and any hours worked can be claimed as overtime or Time Off in Lieu (TOIL).
- 1.3. Helpline Advisors are expected to work as a team to ensure staff are available and calls are not missed, demonstrating awareness of call volumes and communicating their capacity.

2. Helpline Response

- 2.1. Be flexible and adaptable to respond effectively and promptly to a diverse range of contacts through the Helpline in a trauma informed and person-centred way. Helpline Advisors must exhibit empathy, strong listening skills and professional boundaries.
- 2.2. Maintain a professional approach at all times, effectively identifying the needs of Helpline service users whilst adhering to the Helpline policies and protocols. Demonstrating strong judgement and critical thinking to conduct accurate modern slavery and risk assessments.
- 2.3. Provide relevant and tailored advice and signposting to the caller during the call to effectively support the caller and to minimise call backs.
- 2.4. Adhering at all times to the Helpline's strict confidentiality policy.
- 2.5. Understand the importance of clear, concise and accurate call notes; ensure that calls are logged and relevant information is gathered and included. Helpline Advisors must have strong, clear writing skills.
- 2.6. Be able to classify cases according to the modern slavery assessment conducted and in line with Helpline data standards, entering detailed data into our bespoke CRM to support our data programme's aims to influence strategy and policy.
- 2.7. Ensure appropriate follow up action is taken as required, demonstrating reasoned thinking, judgement and risk assessments and represents trauma informed and person-centred values.

- 2.8. Work with colleagues to ensure that referral tasks are completed by their due date or earlier, in line with referral protocols including confidentiality, victim-centred approach, timelines and trainings. Referrals should be drafted and used as advocacy, tailored to the situation and reflecting what is needed from the organisation receiving the referral.
- 2.9. Appropriately escalate high risk and time sensitive cases in line with Helpline policies and protocols.

3. Teamwork & conduct

- 3.1. Support colleagues by prioritising effectively and understanding the changing needs of the Helpline
- 3.2. Support the Helpline management team in the development and maintenance of materials and tools to provide an effective response to the different types of requests received through the helpline and improve ways of working.
- 3.3. 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.
- 3.4. Maintain high levels of professionalism in all communication, both internally within Unseen and in external communications. Maintain appropriate professional boundaries and adhere to Unseen's Code of Conduct.
- 3.5. Represent the organisation safely and professionally, showing ambassadorship and refraining from self-disclosure or biased responses.
- 3.6. Utilise support structures in place to support work in a challenging sector, to maintain personal resiliency and wellbeing.
- 3.7. Complete other Helpline projects and tasks as required.

4. Training & Professional Development

- 4.1. Successfully complete initial Helpline Advisor training, and on-going trainings as required.
- 4.2. Understand and keep abreast of sector-wide changes, as well as policies and protocols related to the effective operation of the Helpline and implement communications.
- 4.3. Contribute to a culture of continuous development and ongoing learning. Attend events, such as webinars, when requested and present summaries to the team.

5. General (all staff)

- 5.1. 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.
- 5.2. Understand and comply with all relevant legislation and adhere to organisational and operational policies and procedures.

Person Specification

Essential Knowledge, Skills and Experience

Proven ability to exercise good judgment, critical thinking, initiative and independent decision making when faced with complex problems.

Proven ability to assess need and identify risk in a range of situations.

Ability to work professionally and non-judgementally with a wide range of people.

Ability to calmly handle challenging situations, including potential conflict or heightened emotions.

Strong organisational skills and an ability to prioritise time and workload in fast-moving, changeable environments.

Strong verbal and written communication skills with the ability to transition easily between diverse communication styles.

Strong attention to detail and ability to accurately record complex data.

Proficiency working with databases and ability to quickly learn and utilise diverse software packages.

Ability to follow instructions, as well as taking on board and utilising feedback.

Speed and efficiency in performing tasks with the ability to synthesize and retain new information quickly.

Ability to demonstrate empathy and listening skills.

Demonstrate flexibility and adaptability to support operational requirements.

Ability to utilise support structures to help maintain personal resiliency and wellbeing.

Desirable Knowledge, Skills and Experience

Previous experience of working in a helpline or customer response environment.

Previous experience of working in the field of modern slavery or knowledge of the issue.

Previous experience of working with vulnerable people.

Previous experience of working with a diverse range of stakeholders including police, local authority and non-governmental organisations.

Previous experience of Salesforce (or similar CRM).

Previous experience of remote working and/or shift working.

Values

Commitment to social justice issues and the restoration of vulnerable people.

Proven understanding of and empathy with the needs of those impacted by having been exploited, trafficked, and enslaved.

How to apply

This recruitment pack contains a job description, person specification and other information relevant to this role and its position within Unseen.

To apply:

1. Please complete Unseen's [application form](#) for the role. which includes a personal statement of 500 words outlining your suitability for the role, some personal details and equal opportunities questions, and;
2. Please also send a copy of your CV to jobs@unseenuk.org.

Please note: The only information from your application that will be shared with the hiring manager is your personal statement and CV.

The deadline for applications is midnight on November 13th 2024.

Competency assessment will likely be held the week commencing 25th November 2024.

As an organisation focused on equality and diversity, we welcome applications from all sections of the community we serve including those with lived experience of modern slavery, those with diverse backgrounds, cultures, and religion, people of colour, those with disabilities and those from the LGBTQ+ community.

References from previous employers will only be contacted after a job offer. If there are valid reasons for this not to be possible, please mention this on your application.

Any questions, please contact jobs@unseenuk.org.



**Thank you for your interest in working
with Unseen to achieve our vision of a
world without slavery.**