



**The Dash Charity  
Helpline Co-ordinator  
Job Description**

**Reports to: Advocacy Services Manager**

**Hours of work: 22.5 hrs per week**

**Holidays: 25 days ( pro rata)**

**Objectives:**

**Under the general direction of The Dash Charity Board of Trustees to undertake the duties of Helpline Co-ordinator as specified below on behalf of The Dash Charity. To work within the aims, policies, guidelines and practices of The Dash Charity, paying particular attention to key areas of Children & Adult Safeguarding, Health & Safety, Confidentiality and Equal Opportunities.**

**Purpose of Job**

**To field and manage all calls through the Charity's main Helpline function, ensuring enquiries are dealt with a timely and appropriate manner. To manage first client contact and crisis calls through to a safe conclusion.**

**General Duties**

- To operate within clear professional and confidentiality boundaries and to work within The Dash Charity code of conduct.
- Ensure clients are clear about their rights and obligations whilst receiving support.
- Check Email daily and respond to urgent requests
- Review workload daily and prioritise accordingly
- Ensure that meaningful involvement of clients is central to all activities, applying equal opportunities and anti-discriminatory policies and ensuring rights to privacy and confidentiality.
- Contribute to the development and review of The Dash Charity policies and procedures.
- Remain up-to-date and compliant with all organisational procedures policies and professional codes of conduct and uphold standards of best practice.

**Helpline Function**

- To monitor the helpline function and be responsible for ensuring that helpline calls are answered and processed in a timely and appropriate manner.
- Ensure calls are logged at point of call, with all relevant information fully completed on the Oasis database
- Ensure that risk and safety are central to client calls at all times and that any concerns around risk and safety of an adult or child are raised with a line manager at the point of call and addressed immediately
- To assess all new client calls by offering advice and guidance on the range of support options available and completing a SafeLives Dash before passing to the relevant department for allocation.
- To source refuge space/safe accommodation to clients fleeing domestic abuse to a safe and timely conclusion
- To complete basic safety planning with all new client calls received by the Helpline function
- To provide advice and guidance to practitioners/professionals accessing the Helpline, including clarifying referral pathways
- To ensure that messages are picked up and dealt with within one hour of message left and that appropriate cover/answerphone messages are facilitated in the event of absence/training
- To check the 'Info' Mailbox on a daily basis and respond appropriately using initiative
- To contact new referrals as directed by A&O Manager/ Lead IDVA by assessing the referrals inbox. To assess risk and clearly document on oasis.
- To ensure any MASH requests are dealt with in a timely manner, ensuring that BRAG rating timescales are adhered to
- Effectively communicate through 'active listening' skills and person centred practice.
- To ensure clear and accurate record keeping, including all necessary details needed for monitoring and evaluation purposes

#### **Other requirements**

- To undertake adhoc projects as required by The Dash Charity Management