



TASHA Foundation

Helping you to help yourself

Alexandra House, 241 High Street, Brentford, Middlesex, TW8 0NE

Tel: 020 8569 9933, Fax: 020 8568 0062

E-mail: enquiries@tasha-foundation.org.uk, Website: www.tasha-foundation.org.uk

Job Description

Post:	Helpline worker
Payment:	£8.11 per hour
Hours of Work:	Various shifts: Evening: 6pm-9pm, Night: 9pm-9am, Weekends 9am – 6pm
Location:	112 High Street Brentford TW8 8AT
Responsible To:	Helpline Supervisor

Purpose

To provide a high quality service of telephone support, assistance and information to individuals, carers and their families experiencing mental health difficulties.

The TASHA helpline is a caller led service, which means that the call is directed by what the caller wants to talk about. Although callers can and do contact TASHA about and receive support on any issue, we provide information on the factors that may affect the caller's mood. When appropriate, callers are offered emotional support. Emotional support consists of listening to callers attentively and help them reflect on the factors that affect their mood. Callers are also signposted to national and local agencies. TASHA uses MHHP directories and web sites such as Advisers net to provide callers with information.

TASHA helpline does not advise callers on a particular course of action. Helpliners allow callers to reflect on what they are saying and enable them to think through some of the issues they face and understand the consequences of their actions in a non-judgemental environment. Helpliners may be qualified counsellors but the helpline is not strictly speaking a counselling service, although elements of "counselling" are included, for example good listening skills and the ability to pick out important aspects of the conversation.

Duties and Responsibilities

- a. To provide emotional and practical support and information to callers.
- b. To provide support and advice to professionals calling the line, and liaise with agencies on behalf of callers when necessary.
- c. Ensure Helpline call log sheets are completed accurately and are emailed to supervisor at the end of the shift.
- d. To ensure a high quality service is given to callers regardless of class, culture, language, religion or sexual orientation.
- e. To ensure high quality information is disseminated to callers and referral services using TASHA resources and web directories
- f. To ensure all monitoring reports include accurate statistical information for evaluation purposes, as required.
- g. To ensure that confidentiality is maintained.





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- h. To maintain clear and adequate records of work done and in progress to ensure that they are accessible as appropriate.
- i. Attend regular supervision, staff meetings and any other meetings require by the Services Manager.
- j. To attend Helpline core training. These may be held during weekends and evenings, or during the day.
- k. Attend monthly Helpline team meetings, and relevant crisis line meetings as necessary.
- l. To understand and contribute to the review of Helpline policies and procedures.
- m. To pass any complaints directly to the Services Manager and participate in any follow up investigation procedures as required.
- n. To work in accordance with TASHA Foundation Helpline policies at all times with particular emphasis on confidentiality, health and safety, equal opportunities and the Philosophical Principles.
- o. To participate in other duties related to the project as directed by the Helpline/ Services Manager.
- p. Any other duties as seen as appropriate by the Line Manager.

Person specification

Essential

- Relevant qualification, social work or counselling to deliver advice and guidance or experience of working in a similar situation.
- Understand impact of Data Protection and confidentiality
- Good technical skills: using the internet, maintaining records as required and emailing information after each shift to supervisor.
- Commit to attend meetings/supervision at least once a month at a TASHA office or named location.
- Able to work on their own and identify obstacles and difficulties that could arise and how to deal with them appropriately.

Desirable

- Experience of working on other helplines.
- Experience of dealing with trauma such as PTSD, suicide etc
- Understands NHS services and importance of signposting appropriately.

