**Job description**

**Job title:** Youth Support Officer (Helpline)  
**Reporting to:** Helpline Team Leader/ Senior Youth Support Officer

**Department**: Services

**Our charity:**

The Mix is a free, confidential support service for under 25s - making a massive difference to over two million young people in the UK each year. Whatever issue a young person is facing, The Mix is always there for them - online, over the phone or via social media. It connects young people to experts and their peers to talk about everything from money to mental health, from homelessness to jobs, from break-ups to drugs.

We are one of the eight charities forming the Duke and Duchess of Cambridge and Prince Harry’s Heads Together campaign to end stigma around mental health and will continue to work with them on raising awareness and providing vital help for people with mental health challenges. We work on high profile campaigns to change attitudes and raise awareness with the likes of Daniel Radcliff, Lady Gaga, and most recently Russell Brand. We work with TV shows like Hollyoaks to help young people understand sexual consent and big brands like River Island, V05, Dixons Carphone and Lloyds Bank on everything from mental health, to money and masturbation.

Today’s young people face an unprecedented range of challenges. They are possibly the first generation worse off in physical and emotional terms than their parents. The Mix’s mission is to ensure that every young person can make informed choices about their wellbeing – wherever and whenever they are.

**Overall purpose of the job**

Provide helpline services to young people contacting The Mix to support them in making informed decisions about their life.

**Key responsibility:**

* Answer and manage helpline contacts and manage shifts
* Support volunteers on The Mix helpline to ensure they deliver a high quality service
* Assist in the delivery of training for new volunteers
* Contribute to the effective integration of the helpline across The Mix

**Reporting to:**

* Team Leader/ Senior Youth Support Officer

**Responsible for:**

* Volunteers

**Location:**

* The Charity’s service hub, currently in Glentworth Street, London, NW1

**Main tasks and responsibilities:**

* Provide emotional and signposting support to those in contact with The Mix through our telephone and webchat helpline and email support service
* Engage with service users to ensure their safety at all times, carrying out appropriate risk assessments when needed
* Provide advice and guidance to volunteers during shifts
* Complete volunteer reviews
* Support in the execution of all impact monitoring for the helpline
* Deliver training to in house and digital volunteers as required
* Contribute to the helpline administration ensuring all documents are up to date and the helpline has appropriate cover
* Contribute to the development of project ideas
* Work within The Mix's policies and procedures
* Any other duties as required

**Person Specification:**

We are looking for a dynamic individual with a real passion and enthusiasm for helping young people to improve their lives.

*Essential*

* Experience of service delivery to under 25s
* Ability to deliver a service that is continuously developing in response to service user needs
* Understanding of safeguarding, confidentiality and safe working practices
* Ability to work calmly and with patience under pressure
* Strong interest in the issues which affect young people
* Computer literate with good typing skills
* Ability to maintain effective boundaries whilst delivering a service with empathy
* Willingness to work face-to-face with young people and adults
* Ability to manage multiple tasks simultaneously and work flexibly
* Self-starter with the ability to work on own initiative and as an active team member.
* Excellent written and oral communication skills

*Desirable*

* Experience of multi-channel support services including email and webchat, ideally with experience of using Call Handling
* Experience of delivering helpline services, ideally to under 25s
* Experience of providing direction and guidance, including around sensitive topics
* Ability to review progress, give constructive feedback and discuss strategies for development (ideally with volunteers)

**Terms and conditions**

**Salary:** £19,500-£21,500 per annum

**Contract:** This is a permanent contract.

**Pension** 1% employee contribution secures 3% employers’ contribution to stakeholder pension scheme.

**Hours:** This post is full time Saturday to Wednesday working 37.5 hours a week. This role will operate on an early/ late shift rotation and therefore require regular evening and weekend work.

**Annual leave:** You will be entitled to 35 days of holiday pro rata, which includes the 8 Statutory Bank Holiday during each year.

**Benefits:** Flexible and remote working available

Training and development programme

Weekly staff and volunteer social activities