**Job description**

**Job title:** Freelance Helpline Shift Leader  
**Reporting to:** Helpline Team Leader

**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**

Manage helpline shifts, supporting volunteers taking contacts from young people via phone, webchat and email.

**Key responsibility:**

Shift Leaders have overall responsibility for all channels of the Helpline during a shift and this includes:

* Welcoming volunteers on shift (both on-site and remote) as they arrive or sign in, ensuring that they have all the resources and updates they need to do their shift
* Allocating volunteers to specific channels of the helpline, depending on demand, volunteer capability and volunteer preference
* Keeping an overview of all channels and volunteers, providing support as necessary to ensure that a good standard of service is delivered
* Calling the on-call staff member for assistance with safeguarding issues
* Keeping up to date with developments at The Mix, and ensuring that these are communicated to volunteers as appropriate
* Providing feedback to volunteers on contacts taken, both informally and during end of shift debriefs

**Reporting to:**

* Team Leader

**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
* 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 delivering The Mix helpline service confidently across all three channels: phone, webchat and email
* Understanding of safeguarding, confidentiality and safe working practices
* Experience of providing direction and guidance, including around sensitive topics
* Ability to review progress, give constructive feedback and discuss strategies for development
* 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
* Ability to manage multiple tasks simultaneously and work flexibly
* Excellent written and oral communication skills

*Desirable*

* Experience of volunteer management

**Terms and conditions**

**Salary:** £10 per hour

**Contract:** This position will work on an ad hoc basis – agreed with the Helpline Team leader

**Hours:** Shift times are: 10:30-14:30, 13:30-17:30, 16:30-20:30 and 19:15-23:15. Exact shifts to be agreed on a monthly basis.