**Job description**

**Job title:** Senior Youth Support Officer  
**Reporting to:** Helplines Manager

**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**

Deliver and support the management of a busy helpline support team to provide effective services to young people.

**Key responsibilities:**

* Ensure the effective and high quality operation of the helpline across all support channels, including taking contacts and leading shifts
* Support the continuous improvement of the helpline within The Mix.
* Assist in the training and development of staff and volunteers.

**Reporting to:**

* Helplines Manager

**Responsible for:**

* Helpline Youth Support Officers
* Volunteers, freelancers, consultants, agencies as and when necessary.

**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
* Supervise and support Youth Support Officers and helpline volunteers during shifts, providing advice and guidance as required to ensure they deliver a high quality service
* Take part in the on-call rota on a regular basis as needed, providing assistance and guidance to staff over the phone. Additional payment will be made for this.
* Line management of Youth Support Officers
* Ensure team helpline targets are met, ensuring the optimum number of contacts and response rates.
* Ensure the smooth running of the helpline through the creation and maintenance of a robust helpline rota system, contributing to the delivery of the services as needed.
* Ensure the helpline is effectively integrated with other services at The Mix, representing the team at internal management meetings.
* Monitor support provided to young people by the team and ensure it complies with service standards.
* Ensure services are improved or changes made where necessary, to deliver an efficient and effective service to young people.
* Assist in the recruitment and selection process of staff and volunteers as required.
* Assist with the running of support groups and on-going training for helpline volunteers and staff.
* Any other duties as required.

**Person Specification:**

*Essential*

* Strong experience of service delivery to under 25s
* Strong demonstrable interest in the issues which affect young people
* Computer literate with good typing skills
* Able to work calmly and with patience under pressure
* Proven ability to deliver continuous improvement to services in response to service user needs.
* Understanding of how to motivate and develop staff.
* Good understanding of safeguarding, confidentiality and safe working practices.
* Willingness to work face-to-face with young people and adults.
* 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 service development
* Experience of multi-channel support services including phone, email and webchat, preferably with experience of using Salesforce.
* Line management or supervisory experience.
* Project management experience.

**Terms and conditions**

**Salary:** £23,000 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 Tuesday to Saturday 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