

THE MIX

Recruitment Youth Support Officer (Helpline)



About The Mix

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, Dixons Carphone and Lloyds Bank on everything from money to 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: www.themix.org.uk

Vision, Mission and Values

What we do: The Mix is here to take on the embarrassing problems, weird questions, and please-don't-make-me-say-it-out-loud thoughts that people under 25 have in order to give them the best support through our digital and phone services.

Vision: To be the first point of contact for under 25s. We know that with the right skills and opportunities, you can take on anything that life throws your way.

Mission: To empower everyone under 25 in the UK with the knowledge, skills and confidence to make the right first steps in life. Life is hard, but support doesn't have to be.

Values:

- **Empowering** - we lead, we train & support, we respect, we give space to grow, we give power to chose
- **Brave** - we innovate, we pioneer, we take risks, we tell it how it is
- **Supportive** - we listen, we encourage, we care, we're understanding, we are empathetic
- **Collaborative** - we are open & transparent, we co-create, we respect, experience & expertise
- **Proactive** - we create situations, we make things happen, we get things done
- **Non-judgemental** - we do not judge, we do not criticise, we do not blame

Job Description

Job title: Youth Support Officer (Helpline)

Department: Services

Reporting to: Hub Manager

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 areas of 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
- 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
- Produce end of shift reports
- 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

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 8x8/Salesforce
- 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)
- Understanding of the financial sector

Terms and Conditions

Salary:	Starting salary of £19,500 with potential for annual progression depending on performance
Contract:	Permanent
Location:	The Charity's Nottingham Service Hub. This role will require regular travel to the Central London Service Hub.
Pension	1% employee contribution secures 3% employers' contribution to stakeholder pension scheme.
Hours:	This post is part-time 30 working hours a week. Working hours are 10:30am – 6:30pm 4 days a week. This may also require some evening and weekend work for which time off in lieu may be given.
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
- Childcare vouchers
- Eyecare vouchers
- Life assurance
- Summer and Christmas Party
- Colleague of the month – awarded half a day extra annual leave
- Central Nottingham location
- Clinical supervision offered for frontline services staff
- Coaching Environment
- Learning, development and training options

Employee Experience

Check out our 'Meet our Staff' Video on our YouTube channel

https://www.youtube.com/user/TheSiteVideos/featured?disable_polymer=1

Testimonials

Nadia Inwood – Volunteer Manager

I've been working for The Mix now for around 4 years as the Volunteer Development Manager. I really enjoy my role and feel lucky that I work in an organisation that really fosters a positive, collaborative working ethos. On a daily basis I get to work across teams, I really feel this has been a big plus in my personal development. I'm lucky to work with a really great team of people who are all so passionate about what they do. The Mix has some really great benefits too, including weekly socials and opportunities for the staff to get together and have fun. Being a mum of two young children, I really value the flexibility The Mix offers with my working hours. I feel able to balance work and life just a little bit better. What I love the most, is that The Mix never stands still, I'm constantly learning and developing and know I'm making a difference.



Amina Abdillahi – Youth Support Officer

Before starting at The Mix as a Youth Support Officer, I was a volunteer here for about 3 years. What I loved most about volunteering here is how warm and friendly the helpline staff were. I felt lucky that I was able to meet people from all walks of life so when the role came up, I decided to give it a go. Having been a volunteer, I adapted to some things quicker than others. Thankfully the helpline team were very supportive and I was given time to learn the skills I would need to be successful. I enjoy the opportunity to work across other teams and get involved in their projects. The office itself is social and lively, there is definitely always someone to talk to and interact with.

How to apply

To apply, please send a CV and a covering letter addressing the attributes outlined in the Job Description and Person Specification to workforus@themix.org.uk.



Social Media

Have a look at our social media

