



Senior Helpline Coordinator (Accommodation & Translation)

Salary:	£27k-30k FTE + £3,000 London weighting if applicable
Reports to:	Service Manager
Contract type:	12-month fixed term contract (may be extended)
Hours of work:	35 hours a week. This role will be on-call to the Helpline at least 50% of the time and this involves supporting volunteers on weekday evenings and weekends. We operate a Time Off In Lieu (TOIL) policy whereby staff can take back any time spent working outside their core hours
Location:	Home-based with potential for up to 2 days per week in a co-working space if desired depending on staff location
Pension & holiday:	5% employer pension contribution and 25 days' annual leave plus bank holidays

About Abortion Support Network

Abortion Support Network (ASN) is a largely volunteer-run charity that helps people living in European countries which fail to provide abortion care, to access safe abortions in clinics abroad. ASN provides practical information on the least expensive way to arrange travel and abortion, logistical support, money towards the cost of abortion, travel and accommodation. We currently provide this service to people resident in Poland, Malta, Gibraltar, Ireland, Northern Ireland and the Isle of Man and also elsewhere in Europe on a case-by-case basis. ASN is a member of the Abortion Without Borders (AWB) initiative, which is a coalition of organisations providing information, support and funding to people in Poland who need abortions.

ASN has a small staff team of 5, no office, and a team of 50+ dedicated volunteers. We pride ourselves on providing a critically needed service and solving problems creatively.

ASN works alongside external partners and grassroots activists in European countries to provide immediate tangible support to people who would otherwise be forced to continue a pregnancy. One of the things our staff and volunteers value about this work is how we make a real difference to people's lives.

Inclusion

Abortion Support Network especially encourages applications from racially marginalised people, LGBTQ+ people (we are a trans-inclusive organisation), disabled people, and people who have experienced other exclusion or marginalisation. We have tried to make this recruitment process as accessible as possible, but if you have particular needs please let us

know when you apply and we can think together about how to make this process more accessible for you.

About ASN's Helpline

The Abortion Support Network helpline comprises three volunteer teams:

- the phoner team, who communicate with clients and undertake casework
- the accommodation team, who research and book travel and accommodation for clients at the request of the phoner team
- the translation team, who provide written translation of client documentation, such as medical documents and letters

There are currently approximately 40 volunteers across these teams, supported by two members of staff, ASN's Service Manager and Senior Helpline Coordinator (Phoner Team). The Senior Helpline Coordinator (Accommodation & Translation) will work closely with the other two roles, and will have a particular focus on supporting our accommodation team and our translation team.

A typical helpline shift runs for one week, from Wednesday morning to Tuesday evening. The shift is staffed by a small team of three volunteer phoners, one accommodation volunteer and an on-call duty manager. All helpline work must take place between set hours (currently 9am-8pm on weekdays and 10am-1pm on weekends) but aside from this, volunteers choose the hours they wish to work, giving around one hour a day for the duration of the shift. The translation team undertake written translations (mostly medical documents) as and when required and this work is allocated by the on-call manager.

The role of on-call manager will be shared equally between the two Senior Helpline Coordinators, with the Service Manager providing emergency cover where required. Whilst on-call to the helpline, the Senior Helpline Coordinators provide support to all frontline volunteers on the shift, offering guidance on complex cases where needed, approving client grants and acting as the credit-card holder for payments.

The helpline is contacted by over 1000 people a year; the service is the link between people in difficult circumstances and the funding and information that can help them access a safe and legal abortion.

Job Duties & Key Responsibilities

Purpose – To provide co-ordination and day-to-day support for ASN's frontline services.

Helpline

- Work closely with the Service Manager and the Senior Helpline Coordinator (Phoner Team) to ensure the smooth running of the service.
- Manage the accommodation team rota to always ensure full cover, ensuring shift swaps are managed effectively.
- Support the Service Manager to ensure accurate, effective communication with accommodation and translation volunteers.
- Be on call to the frontline teams (Phoner, Accommodation and Translation) at least 50% of the time, sharing this responsibility with the Senior Helpline Coordinator (Phoner Team). This is usually done on a week on/week off basis, but this can vary depending on the needs of the helpline.
- Provide strategic and practical support for cases as and when required, most particularly those of a complex or unusual nature and/or involving vulnerable clients.
- Authorise client payments as required.
- Line-manage volunteers as required.
- Help to organise and lead team meetings as required.
- Ensure that all frontline volunteers are trained and confident with safeguarding practice and clear on procedures.
- Support the Service Manager in delivering training to the accommodation and translation teams, and maintaining accurate training records.
- Ensure that all Helpline supporting information and guidance is up-to-date and being followed consistently across the team, sharing any relevant information with the rest of the organisation.
- Ensure that client records are accurately maintained and held in accordance with data protection requirements.
- Oversee the recruitment of new members of the Accommodation and Translation Teams, planning ahead to avoid gaps in the service.
- Troubleshoot helpline-related issues with CircleLoop (telephony system), TheBigWord (interpreting service), abortion clinics, IT, and other issues as they arise.
- Work shifts on the helpline when emergency cover is needed.

Wider organisation

- Maintain strong channels of communication between the Phoner, Accommodation and Translation Teams and the rest of the organisation.
- Assist the Finance team to track invoices and receipts for client-related payments.
- Assist the Fundraising and Communications team with data or information to support ASN's fundraising activity.

This job description is not exhaustive. The postholder may be asked to take on additional responsibilities within the scope of the role, as required.

PERSON SPECIFICATION

Experience	Essential	Desirable
Experience of working in a helpline, advice, advocacy or caseworker role.	X	
Experience of working in a client-centred way.	X	
Experience of following safeguarding policies/procedures.	X	
Experience of supporting volunteers and/or staff.	X	
Experience of working as part of a small team and/or in a small organisation.		X
Skills and abilities		
Comfortable with remote working.	X	
Excellent written and oral communication skills, including a good telephone manner.	X	
Well-organised and able to plan your own time effectively.	X	
Flexible and able to switch between pieces of work.	X	
Speaks an additional European language. We are particularly keen to receive applications from Polish speakers.		X
Knowledge		
Confident with Office 365, including Outlook, Word, Excel.	X	
An understanding of GDPR requirements.		X
An understanding of the abortion sector in the UK or across Europe.		X
Values and behaviours		
Post-holder must be unequivocally pro-abortion. This will be evaluated both at shortlisting and at interview.	X	
Committed to always providing the best support possible to clients.	X	
A demonstrable commitment to equality and inclusion .	X	
Calm under pressure.	X	
Personable and approachable, with strong people skills.	X	

Applicants from outside the UK

ASN, as a small charity, is not licensed as a sponsoring employer with the UK Home Office for international recruitment. This means that all applicants must be legally able to work in the UK. All successful applicants will be asked to provide two pieces of identification as proof of identity and residential address to enable ASN to meet UK audit regulations.

If you wish to have a conversation about this role, please email recruitment@asn.org.uk.

To apply please fill in our online application form [here](https://www.asn.org.uk/work-with-us), which you can find at www.asn.org.uk/work-with-us. As part of the application process you will be required to either email us a cover letter and CV, or fill in information on your work/education history and detail how you meet the criteria listed above.

Closing date: 9am on Friday 5th January 2024.