

## Family Support and Helpline Advisor

**Starting Salary:** £21,500 to £23,000 (pro rata and depending on experience).

**Hours:** 18 per week over 3 days, to include a Monday

**Location:** ERIC is a national charity, based in Bristol. We offer hybrid working, usually requiring at least one day a week in the office. This can be discussed with the successful candidate if they live beyond a commutable distance of Bristol.

**Further Information:** Contact [Sarah.Timms@eric.org.uk](mailto:Sarah.Timms@eric.org.uk)

### How to apply:

Send CV and Personal Statement stating clearly how your skills, knowledge, and attributes make you a suitable candidate for the role. Please include the Equal Opportunities Monitoring form and send to [Claire.sutton@eric.org.uk](mailto:Claire.sutton@eric.org.uk)

**Closing Date:** 2pm Monday 6 March 2023

**Interview Date:** Monday 20 and Tuesday 21 March 2023

### Background

ERIC, the children's bowel, and bladder charity is the only UK charity dedicated to improving the lives of children and young people with continence problems (daytime wetting, night-time wetting, constipation, soiling, and toilet training).

Childhood continence problems are more common than people realise: 1 in 12 children suffer with one and the emotional impact on their lives can be considerable. For many of the children and families who struggle to cope with these distressing conditions, ERIC is the only place they can come to for support, understanding and the information they need. We directly support over 260,000 children and families and health professionals each year and indirectly help many more.

ERIC's confidential helpline has always been our main service for parents, carers, and families. This is now changing due to support from the national lottery! We are expanding our service to include a wider range of services to meet the needs and be more accessible to our diverse communities. Our small team of expert advisors have been trained by healthcare professionals to provide up-to-date information and support on a wide range of continence issues. All information is based on guidelines produced by [NICE - the National Institute for Health and Care Excellence](#). Family services, including the Helpline offer advice, information, and support, but not medical treatment or care.

## **Purpose of the Role**

The Family Support and Helpline Advisor will join our newly expanded family services team. As part of a committed and passionate group of staff and volunteers you will contribute to the delivery of ERIC's services for children, young people and the people who care for them. You will also be involved in the ongoing development of new services and resources, in consultation with users, making sure we are responsive to their needs.

Our Family Services Team includes experienced and committed expert practitioners and volunteers, mostly parents and healthcare professionals. You will be a strong team player with a 'can-do' approach always looking for ways to improve and expand services as well as contributing to the core values of the wider ERIC team.

We are excited to be recruiting to this new role and we are looking for an empathetic, enthusiastic, and adaptable person to join us ready to take on a new challenge, supporting the achievement of our goals for children, young people, and families.

## **Job Description**

As part of ERIC's vision 'for all children and young people to live a healthy and happy life regardless of any bladder or bowel issue they may face' the successful candidate will work within our Family Services team to provide information, advice and support to parents & carers, children & young people, professionals supporting children and families. You will be supporting users over the phone, online or face to face.

## **Main Duties**

### **1. Information and Helpline**

- a) Respond to Information and Helpline Enquiries in a friendly and professional way, within the timescales and service standards set by ERIC and the Helplines Partnership. Enquiries will be received via the telephone helpline, website, social media, email and occasionally face to face
- b) Complete service user contact forms on the Salesforce customer relationship management system, adhering to confidentiality and GDPR requirements. Run management information reports as requested
- c) To recognise and pass on complex and clinical enquiries to the ERIC Nurse and other clinical members of the ERIC team as appropriate

### **2. Outreach with Parents and Families**

a) Support Family Services Manager to engage directly with parents and carers, encouraging and facilitating them to use their voice in influencing the design and development of service delivery

b) Plan and deliver online events and services for parents, carers, and communities

### **3. Deliver and Promote resources and services for parents, carers, children, and young people**

a) Contribute to the revision and creation of new content for the ERIC website to include blogs, podcasts, videos

b) Support the Family Services Manager by contributing to the development and delivery of new services

c) Promote family services information, resources, and activity via social media

d) Support colleagues to represent ERIC at exhibitions and conferences

### **4. Administration and Team support**

a) Attend and contribute to team meetings, Group Supervision and Helpline teaching sessions

b) Comply with all the organisation's policies relating to safeguarding, confidentiality, GDPR, employment, health and safety and privacy

c) Ad hoc duties as requested by line manager which are commensurate with the role

## **Skills, Knowledge, Attributes**

### **Essential:**

1. Confident telephone manner with the ability to listen carefully and respond in a helpful and friendly way
2. Non-judgmental and recognizes the importance of confidentiality when on the helpline
3. Excellent communication and interpersonal skills, both verbal and written, which can be applied to different audiences.
4. Experience of different writing styles for email, social media, websites, and message boards
5. Skilled in the use of IT including Microsoft Office (Excel, Word, and Outlook)
6. Experience of using social media in a planned way, including Facebook, Twitter, and forums
7. A strong team player, willing to share ideas and work collaboratively with colleagues.
8. Self-motivated with a positive, can-do attitude and the ability to work independently using own initiative.

9. Excellent organisation and time management skills with the ability to work under pressure to meet tight deadlines.
10. Willing to attend training and events which are occasionally outside of contracted hours and away from home

**Desirable:**

1. Educated to at least A level standard or equivalent
2. Experience of working in an early years, school or children's health setting
3. Previous experience in a customer services role and/or working on a helpline
4. Work experience or involvement in a charity
5. Experience of childhood bedwetting, daytime wetting, constipation, soiling and potty training
6. A sympathy and enthusiasm for ERIC's cause