

Specialist Helpline Adviser

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What's the problem?

1 in 6 children and young people aged 5-16 suffer from a diagnosable mental health disorder - that's around 5 in every class.

Half of all mental health problems manifest by the age of 14, with **75%** by age 24.

3 in 4 children with a diagnosable mental health condition do not get access to the support that they need.

Nearly **half** of 17-19 year olds with a diagnosable mental health disorder has self-harmed or attempted suicide at some point.

But we believe things can get better.

Who we are

We are leading the movement to make sure every young person gets the mental health support they need, when they need it, no matter what.

We provide young people with tools to look after their mental health. We empower adults to be the best support they can be to the young people in their lives. And we amplify young voices to change the world we live in.

Our purpose:

To stop young people's mental health reaching crisis point

Our vision:

A world where no young person feels alone with their mental health

Our mission:

To make sure all young people can get the mental health support they need, when they need it, no matter what

Our goals

To keep ourselves focused and on track, we've set out three strategic aims:

1. Helping young people to look after their own mental health
2. Making sure young people have adults around them who can really help
3. Building a youth-led movement to make sure support is there for any one who needs it



Helping young people to look after their own mental health

We will provide young people with reassurance and advice to help them make positive choices for their mental health and know what to do next if they are struggling.

Making sure young people have adults around them who can really help

Whenever a young person opens up about their mental health to an adult they trust, we want them to find someone who really gets it and can respond positively.

Building a youth-led movement to make sure support is there for anyone who needs it

By building a movement for change, through which young people can create the societal changes they want to see, we know that far more young people will get the support they need.

"I'm proud that YoungMinds genuinely uses the voice of young people to guide their approach as a charity and change the misconceptions around mental health."

Alex, YoungMinds Youth Panel



Where we work:

YoungMinds is based close to London Bridge in Central London, although as an organisation, we are active all over the UK.

Our address is: 4th Floor India House, 45 Curlew St, London, SE1 2ND.

We are well served by public transport links: - local mainline stations are London Bridge and Waterloo. The nearest London Underground stations are London Bridge (Jubilee Line) and Borough (Northern Line).

When we work:

Standard Office hours are 9.30am – 5.30pm, with a one hour unpaid lunch break.

Some of our employees work non-standard hours - we have a number of part-time staff, and some of our team work on a sessional basis.

YoungMinds recognises the importance of helping its employees balance their work and home life and so we have a Flexible Working Policy in place. Any employee can make a request for flexible working. Whilst we cannot guarantee to accommodate a flexible working application, we do guarantee that we will carefully consider any request made.

Equal opportunities:

YoungMinds is fully committed to eliminating discrimination and promoting equality and diversity in our workforce and employment practices, in the work we undertake, and in the provision of all our services.

We therefore expect all of YoungMinds staff to be willing and able to make a positive contribution to the promotion and implementation of YoungMinds' Equality and Diversity policy.

Safeguarding:

YoungMinds is committed to safeguarding and promoting the welfare of children and young people and we therefore expect all staff and volunteers to do the same. We ask all staff to undertake safeguarding training when they join us.

Pre-employment checks:

Due to the nature of the work we do, before starting with YoungMinds, the following checks are carried out:

Reference check: All job offers are conditional on the receipt of satisfactory references.

DBS check: We ask our employees to complete an Disclosure and Barring Service (Criminal Records Bureau) Check. This role will be eligible for a Basic DBS check

NB: A previous conviction will not necessarily prevent you from joining YoungMinds. YoungMinds is committed to treating all applicants and employees fairly.

Identity check: We are also obliged to confirm your identity and obtain proof of your right to work in the UK.

When you join:

All new staff benefit from a full induction with both the People and Culture department and their team, as well as our core training programme, ongoing support and personal development

Probationary period:

All our posts are subject to an initial probationary period. This varies according to the length and type of the contract.



We offer our staff a wide range of health, wellbeing, lifestyle and financial benefits to ensure that we fully support all staff.

Benefits

Benefit	Full Time	Part Time	Zero Hour
Holiday - 25 days plus 8 bank holidays and 3 days off for Christmas closure (pro-rated for part time) + an extra 2 days after 3 years' service	Y	Pro-rated	Pro-rated
Employee Assistance Programme	Y	Y	Y
Monthly office activities such as Lunch and Learn, Crafty Tuesday's and Book Club	Y	Y	Y
Pension - Employer 5% with minimum employee contribution at 3%. Subject to terms and conditions, pension contributions will begin automatically	Y	If minimum requirements met	If minimum requirements met
Cycle to work Scheme	Y	Y	Y
Travel loan (Available on completed probation)	Y	Y	N
25% off Osteopathy appointments at the British School of Osteopathy	Y	Y	Y
Commitment to continued professional development	Y	Y	If earning enough to be deductible
Access to Corporate Membership Prices for TasteCard	Y	Y	Y
Weekly fruit baskets in the office kitchens	Y	Y	Y
Free yearly eye test and money towards your glasses	Y	Y	Y
Discounts at local cafe's incl. 10% off at Absolutely Starving	Y	Y	Y



Completing the application form

Completing a YoungMinds employee application form

If you have any questions about completing the application form / the application process, please contact the People and Culture team (atrecruitment@youngminds.org.uk).

We strongly recommend you look through the YoungMinds website before starting the application form. You may either type or write in black pen to complete your application form.

Personal details and availability

Fill out this section making sure all details are correct.

Education and qualifications

Ensure to include all relevant qualifications and level achieved.

IT skills

Please provide details as requested.

Training

Please give details of any training courses you have completed.

Professional bodies

Please state whether you are a member of any professional bodies, indicating your level of membership and qualification.

Eligibility to work in the United Kingdom

You must be eligible to work in the UK. We are currently unable to support visa applications.

Employment history

Please start with your current or most recent employer and give a brief description of your main responsibilities of that role. These descriptions do not have to be very long as you will have an opportunity to expand on certain aspects in the Statement of Suitability section.

Please list all previous positions of employment and ensure you account for any gaps in your employment history.

Statement of suitability

Outline all relevant skills, experience and training appropriate to this post. As we shortlist against the criteria you should relate your application to the requirements set out in the person specification (providing examples).

Completing a YoungMinds employee application form

Referees

Always ask your referees permission before giving their contact details for your application.

Your referees should be your current or previous line manager, academic tutor or a volunteer manager if applicable. Do not give details of family, friends or colleagues.

We reserve the right to request to approach any previous employer if deemed necessary.

Referees will only be contacted after an offer has been made. We will confirm this with you before we approach your referees. If there is a problem with this then please contact us.

Completing the application form





JOB DESCRIPTION

TITLE: Specialist Helpline Adviser	SALARY: £31,700- £35,222 per annum (pro-rata for part time hours)
HOURS: Part-time (2.5 -3 days a week)	BASED AT: Hybrid working between London based office and home. 1 day to be worked in the YoungMinds office each week.
REPORTING: Helpline Team Leader	CONTRACT: Permanent

Please be aware this is a part-time position to allow the successful candidate to continue working within clinical/professional settings and maintain their appropriate level of registration and/or accreditation. To be eligible for the position of Specialist Helpline Adviser, candidates must continue working within a relevant professional setting for the duration of the role, so they can keep up to date with current guidelines, practice, and support options.

Working environment: Our Helpline currently works within a hybrid model, with the part time members of the team coming into the office one day per week. Our position concerning working arrangements may change in the future. We are considering piloting extended helpline opening hours in the evening and/or at the weekend in the future, so you will be required to occasionally work out of hours within this role. We are keen to hear from candidates who have availability on Tuesdays, Wednesdays and Fridays.

Job Purpose: As a Specialist Helpline Adviser, you will respond to calls from parents/carers seeking support for their child's mental health. Calls will include multiple concerns and may require specific expertise. You will use your expert knowledge and professional experience to offer vital support.

Based on your professional experience, calls that relate to the following topic areas will be directed to you: autism spectrum disorder (ASD), attention-deficit/hyperactivity disorder (ADHD), attention-deficit disorder (ADD), learning difficulties and disabilities, and speech and language problems. You should have a good level of understanding of these key topic areas and be able to offer general advice around them. You will also be expected to respond to general helpline calls during busier periods, to help the team respond to service demand.

In this role, you will use your knowledge, expertise and professional experience of working with individuals who are diagnosed with (or suspected to have) neurodivergent conditions, Special Educational Needs (SEN) and/or speech and language problems, provide specific

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advice to parents and carers. You will inform service users on how they can access and navigate statutory support services, signpost to other organisations, provide practical tips and strategies that can be used at home, and offer lots of emotional support and validation.

You will be trained as a safeguarding officer for the service and take responsibility for ensuring safeguarding concerns are identified and appropriately responded to.

Who are we looking for?

We are looking to recruit a Specialist Helpline Adviser who is confident and experienced in exploring and providing advice relating to: ASD, ADHD, ADD, SEN, learning difficulties and disabilities, and speech and language problems. Additional experience/expertise in at least one of the following areas is essential (please note that you do not have to have expertise in all these additional areas to be considered for the position):

- Eating problems and disorders
- Major mental illness, for example, Bipolar Disorder, Schizophrenia and Emotionally Unstable Personality Disorder (EUPD)
- Obsessive Compulsive Disorder (OCD) and Body Dysmorphic Disorder (BDD)
- Inpatient care
- Substance misuse and addiction
- School avoidance
- Youth Offending and Involvement with the Criminal Justice System

Key responsibilities

- Confidently explore concerns and provide advice relating to: ASD, ADHD, ADD, SEN, learning difficulties and disabilities, and speech and language problems.
- Draw on your professional and/or clinical experience and expertise to deliver tailored advice to parents/carers who are seeking support for their child's mental health via our telephone helpline service. You will provide lots of empathy, validation and emotional support, as well as offering practical strategies, advice and signposting suggestions.
- Thoroughly explore and respond to concerns relating to suicide risk – offer appropriate safety advice and signposting to support.
- Be a Safeguarding Officer (SGO) for the helpline, assessing and acting on any concerns that arise from the telephone, webchat and email services as required, making external referrals as appropriate, taking over crisis calls and providing advice, feedback, supervision and coaching to advisers undertaking safeguarding work.
- Adopt a trauma-informed approach when conversing with parents/carers and follow helpline guidelines around best practice.
- Be familiar with and keep up to date with NICE and/or equivalent guidelines, to ensure you are delivering the highest quality of advice to parents/carers in need of support.

- Lead and facilitate debriefing spaces with Parents' Helpline team members. Enable peer support, learning opportunities and provide feedback as required.
- Report any operational challenges, complaints or concerns, including database/telephony problems, to the helpline management team.
- Record all enquiries on the Helpline database, ensuring accurate, clear, and concise data entry.
- Attend and contribute to team and general staff meetings and events, including hosting shared learning sessions to share knowledge and expertise within the team.

General Duties:

- Work in accordance with the organisation's vision, mission and values and all policies and procedures.
- Champion the voice of young people and their families and the value of their lived experience to deliver change, actively seeking to increase their involvement in the organisations and your team's work.
- Demonstrate a commitment to a participatory approach in the development and delivery of programme 2, Someone to turn to.
- Support a culture of care for staff, volunteers, and the young people we work with, including appropriate responsibility for Safeguarding.
- Contribute to the culture of YoungMinds by joining in our events and activities including supporting our fundraising.
- Understanding and actively seeking to evolve the organisations and your team's use of technology to improve our effectiveness and meet the needs of young people.
- Ensure a privacy-led approach to data, ensuring individual and team requirements for responsible management of data.
- Provide evening and/or weekend work if/when the service requires.
- Any other reasonable duties as specified by your line manager or members of the executive team to support the work of the charity, compatible with the nature and grade of this post.

Person Specification: Specialist Helpline Adviser

CRITERIA	To be assessed via application form	To be assessed at interview
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Experience			
Significant experience of working with SEN and neurodivergence in child, adult or community settings/services. Experience in diagnostic assessments and/or supporting families post-diagnosis.		✓	✓
<p>Experience/expertise in at least one of the following areas is essential (please note that you do not have to have expertise in all of these additional areas to be considered for the position):</p> <ul style="list-style-type: none"> - Eating problems and disorders - Major mental illness, for example, Bipolar Disorder, Schizophrenia and Emotionally Unstable Personality Disorder (EUPD) - Obsessive Compulsive Disorder (OCD) and Body Dysmorphic Disorder (BDD) - Inpatient care - Substance misuse and addiction - School avoidance - Youth Offending and Involvement with the Criminal Justice System 		✓	✓
Current experience of working with and providing interventions to young people and their families in a professional or clinical setting e.g., mental health services, community services, specialist units, school. Ability to demonstrate continued employment within a professional setting and fulfilment of CPD opportunities.		✓	✓
Experience of responding to safeguarding concerns effectively, following protocols, reporting concerns and ability to identify risk within young people and adults.		✓	✓
Qualifications / Training / Skills / Abilities			
Relevant professional/ clinical qualification in young people's mental health. Must hold and be able to maintain current registration and/or accreditation with a relevant professional body.		✓	✓
Intermediate IT skills, including the use of Microsoft Office, video call software and experience of maintaining accurate database entries.			✓
Knowledge/ Understanding			
Knowledge of interventions and strategies that can help to support young people who are neurodivergent and/or have Special Educational Needs			✓

Demonstrable knowledge and understanding relating to young people's mental health. Ability to confidently advise on several key concerns including anxiety, depression, suicidal feelings/risk, self-harm, anger/violence, school issues and problems accessing or navigating services.		✓
Awareness and understanding of AJEDI (Anti-racism, Justice, Equality, Diversity and Inclusion) principles		✓
Provision of emotional support, empathy and validation to parents/carers seeking support from the service.		✓
Knowledge of interventions and strategies that can help to support young people's mental health		✓