

Helpline Adviser

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YOUNG**



What's the problem?

1 in 5 young people now have a probable mental health condition

65% year on year increase in 'Very Urgent Referrals'

<1% of NHS spending goes to young people's mental health

Black and Asian young people are **twice** as likely to access mental health support via a court order.

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.

AJEDI at YoungMinds:

As an organisation, we have been on a journey to reflect on who we are, who we are here for, and the ways we may unintentionally contribute to inequity. For us, Anti-racism, Justice, Equity, Diversity, Inclusion and Culture (AJEDI) is not just a set of principles, it's part of who we are and how we work.

We know we don't always get it right, we are not perfect. We are however, committed to learning, challenging ourselves, and asking difficult but necessary questions.

If you are thinking about applying for a role with us, a commitment to AJEDI is essential. These values underpin our work and shape how we understand who we are here for. We don't expect you to be an expert. What we do expect is openness, curiosity, and a genuine commitment to learning and embedding these principles in your work.

We warmly encourage applications from people of all backgrounds, especially those whose perspectives and experiences are currently underrepresented at YoungMinds and across the charity sector.

Safeguarding

Everybody has the right to be safe and to thrive no matter who they are or what their circumstances. The YoungMinds' approach to safeguarding includes the concept of a 'culture of care' which supports and promotes wellbeing and the prevention of harm. We believe that our staff, volunteers and consultants have an individual and organisational responsibility for safeguarding. We aim to embed a safeguarding ethos and practice which is both proactive and responsive towards issues of safety and wellbeing.

We ask all staff to undertake safeguarding training with us as part of their onboarding journey and their ongoing learning and development.

When you join:

All new staff benefit from a full induction with their team, as well as our core training programme and ongoing support.

Probationary period:

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

Our benefits:

We offer our staff a range of health, wellbeing, lifestyle and financial benefits to ensure that we fully support all staff from day one of employment with us.



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
2 wellbeing days per year	Y	Y	Y
Employee Assistance Programme	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
Free early eye tests and money towards your glasses	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

Completing a YoungMinds employee application

If you have any questions about completing the application form / the application process, please contact the People team at recruitment@youngminds.org.uk.

We strongly recommend you look through the YoungMinds website before starting the application form.

Introductory Statement

In the person specification on the job description below, you will see sections titled Experience, Qualifications, Training, Skills, and Abilities + Knowledge/Understanding. You will see that some of these have a tick that show they are the bits of information we are looking for to shortlist from. These criteria are also highlighted in the campaign, in the section that begins “candidates will be shortlisted on the basis of...”

The easiest and most effective way to approach your introductory is to take each of those shortlisting criteria and use them as headers for sections of your statement.

Under each, you can tell us how you meet that requirement, using examples where you can.

At the end, maybe tell us why the role and YoungMinds interest you. Thanks so much for taking the time.

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 introductory statement section.

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

Qualifications

Ensure to include all relevant qualifications and level achieved.

Skills

Please provide details as requested.

Certifications, licenses and training

Please give details of any training courses you have completed. Please also state whether you are a member of any professional bodies, indicating your level of membership and qualification.

Completing the application form

JOB DESCRIPTION

Job title: Helpline Adviser	Salary: £26,120.80 - £29,023.20 (pro rata of £32,651- 36,279)
Hours: Part time (28 hours, 4 days per week)	Based at: Hybrid working (1-2 days to be based in YoungMinds London Office)
Reports to: Parents Helpline Team Leader	Contract: 1 year FTC

Working environment: Our Helpline currently works within a hybrid model, with members of the team coming into the office 1-2 days per week. Our position concerning working arrangements may change in the future.

The core working days for this position are Tuesday, Wednesday and Fridays.

To ensure you can fulfil the requirement of working from our London based office for at least one day per week, please ensure you check the travel time and journey costs from your home address prior to applying.

Out of hours work: In this role you will be required to work one evening shift per week until 6.45pm or 8.45pm one evening, depending on the operational requirements of the service. We are considering piloting extended helpline opening hours later in the evening and/or at the weekend in the future, so this role will require occasional out-of-hour work.

About YoungMinds

At YoungMinds, our purpose is to stop young people's mental health reaching crisis point. Our vision is that no young person feels alone with their mental health and our mission is to make sure young people get the support they need, when they need it, no matter what.

We have huge ambitions, and we are confident we can make them a reality. Our strategy represents a shift towards community-powered approaches that build connection, belonging and collective action. This means refocusing our core services and activity around shared organisational goals that strengthen communities around young people and the adults who support them. Providing parents and carers with high-quality information, advice and support remains central to this work, helping ensure young people have trusted adults around them who can offer the right support at the right time. Across everything we do, we are actively committed to championing anti-racism, justice, equity, diversity and inclusion.

We Support and embed a culture of care for employees, volunteers and the young people we work with, demonstrating appropriate responsibility for Safeguarding of individuals and the work of YoungMinds.

Our values are therefore fundamental to who we are. Developed with our staff and with young people, they give us confidence that not only will we deliver the huge ambitions of our strategy, but that we will do so in the right way. They are our statement to the world about what matters to us, but just as importantly they are how we hold ourselves accountable for our own behaviour. More information about our [values](#) can be found on our website.

About the role

We know that when a young person is having a hard time with their mental health, they will often first reach out to an adult in their life.

Through our Parent Services, YoungMinds provide parents and carers with life-changing information, advice, and support through our unique Parents Helpline (telephone, web chat and email service) and online content. This is an exciting and critical role to ensure the effective delivery of a high-quality support service to parents and carers via the Parent Helpline telephone, webchat, and email service.

As Helpline Adviser, you will work directly with parents/carers via the helpline service channels. You will use your knowledge of support services, signposting, and practical techniques to offer parents/carers advice and emotional support. You will utilise skills such as active listening, reflection, exploration and, validation to understand parents/carer concerns and offer tailored support.

Supporting you in the role

In order to best support you in the role of helpline adviser, we will offer you the following:

- Safeguarding support from a team of fully trained safeguarding officers within the Parent's Helpline team, and wider organisation
- Regular, individual and group clinical supervision sessions
- A peer facilitated debriefing space , where you can share experiences, learning, reflection and seek emotional support from Helpline colleagues
- Reflective practice sessions with your line manager every 12 weeks
- Opportunities to share your insights and thoughts when improving aspects of the service
- Regular internal and external training opportunities to build on your knowledge of mental health, and opportunities to take part in events outside of the office, representing and promoting the Parents Helpline at funder events and alongside our Community Engagement Team.

Key responsibilities

- Respond to enquiries received via the Helpline telephone, webchat and email services. Provide empathy and validation, offer signposting information, and provide tailored advice and guidance to service users.
- Record all enquiries on the Parent Helpline platform database, ensuring accurate, clear and concise data entry.
- Identify and effectively respond to safeguarding concerns during helpline conversations – offer appropriate advice and signposting, and escalate to senior members of helpline staff as required. Thoroughly explore and respond to concerns relating to suicide risk – offer appropriate safety advice and signposting to support.
- Adopt a trauma-informed approach when conversing with parents/carers and follow helpline guidelines around best practice.
- Uphold operational responsibilities by adhering to the structures and frameworks in place to ensure consistent cover of the service at all times, i.e. following weekly rotas of responsibilities, coordinating with the helpline team around any time off the service (lunch rotas, keeping on top of personal work calendar, ensuring the team calendar is kept up to date, communicating any issues at the earliest opportunity)
- Be data minded and responsive to call KPI targets by engaging in conversations in 121s around call KPI performance, ensuring that full capacity is utilised to support parents and carers while working on the service, demonstrating a conscious effort and accountability to contribute to achieving these individual and whole team targets and KPIs
- Contribute to peer support, sharing knowledge and expertise amongst the team, and opportunities for learning, through facilitation and attendance of debriefing sessions, hosting of shared learning sessions, and day to day support. Be accountable for keeping on top of debriefing and shared learning rotas, taking responsibility for facilitation and ensuring these sessions go ahead when planned.
- Report any operational challenges or concerns including database/telephony problems to the helpline management team at the earliest opportunity.
- Maintain and assist with other administrative duties in the department and organisation as required.
- Attend and contribute to, team and general staff meetings and events

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 organisation's and your team's work.

- Demonstrate a commitment to a participatory approach in the development and delivery of our parents and carers services.
- 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 organisation's 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 weekend and/or evening 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

Job title: Helpline Adviser

Experience	To be assessed via application	To be assessed at interview
Experience of delivering advice and guidance to service users	✓	✓
Experience of responding to safeguarding concerns effectively, following protocols, reporting concerns and ability to identify risk within young people and adults.	✓	✓
Qualifications, Training, Skills and Abilities		
Can communicate clearly both when speaking and in writing		✓
Intermediate IT skills, including the use of Microsoft Office, Teams, video call software and experience of maintaining accurate database entries.		✓
Ability to work well under pressure, manage an emotionally demanding workload and practice self-care	✓	✓
Ability to provide emotional support and empathy to parents/carers seeking support for their child		✓
Knowledge/ Understanding		

Understanding of mental health problems, illnesses and disorders and the challenges faced by children, young people, parents and families	✓	✓
Knowledge of mental health service provision	✓	✓
Understanding of the principles of facilitating a group discussion and offering peer support		✓
Awareness and understanding of AJEDI (Anti-racism, Justice, Equality, Diversity and Inclusion) principles		✓