



Freephone **116006**

The Crime Victims is seeking an enthusiastic, experienced person to oversee the services we provide to victims of crime and anyone who is affected by crime.

About the Crime Victims Helpline

The Crime Victims Helpline (CVH) is a listening and support service for victims of crime in Ireland. We provide time and space for victims to talk about their experiences. We provide information about the criminal justice system, crime victims' rights and referrals to victim support services and other resources in the community.

Role Description – Service Coordinator

The Service Coordinator oversees the development, delivery and quality of the national Crime Victims Helpline's support services provided over the 116 006 freephone helpline, text, email and webchat services.

Accountability

The Service Coordinator reports to the Chief Executive.

Posts Managed

The Service Coordinator, working closely with the Volunteer Coordinator, line manages volunteers and interns (currently approximately 15 people).

Main Duties and Responsibilities

- Coordinate the day-to-day provision of CVH services by volunteers and interns.
- Ensure the provision of high-quality support and up-to-date information to all service users.
- Provide direct services (phone, email, text and chat) when volunteers are not available or volume of contacts exceeds volunteer capacity
- Represent CVH at victim support sector conferences and other related events which require occasional domestic and international travel
- Ensure compliance with all Crime Victims Helpline policies and procedures in particular:
 - Data protection and confidentiality
 - Health and Safety
 - Protection of children and vulnerable adults

Recruitment and training of volunteers.

- Work closely with the Volunteer Coordinator to assist with the recruitment and training of volunteers.

Management and support

- Provide leadership and mentoring to volunteers.
- Support volunteers in dealing with, or following up, complex or sensitive enquiries.
- Manage the CVH phone system and other communication technology, making adjustments and problem solving as needed.

Monitoring and evaluation

- Maintain good records and reporting systems
- Ensure that monitoring and evaluation of the helpline service is carried out in accordance with Crime Victims Helpline's requirements.
- Ensure clear call records are kept and to monitor these for quality of service and public policy issues arising and information gaps.
- Monitor geographical distribution and content of contacts to inform the Helpline publicity strategy and feed into the organisation's awareness-raising activities.
- Manage nuisance and abusive calls in alignment with CVH policy.

Service Development and Planning

- Ensure best use of up-to-date technology to meet the needs of providing a reliable service using office and remote-based volunteers
- Identify opportunities for growth, new developments and for improving the quality of services offered
- Prepare statistics to be used for the Department of Justice, CVH Annual Report, and the CVH Board of Directors
- Regularly update the Helpline Handbook so that staff and volunteers have access to best practice guidelines and up-to-date information
- Identify information or training gaps and highlighting these appropriately
- Maintain clinical skills by participating in continuous training and education

General Responsibilities

- Attend and fully participate in meetings and trainings as required
- Assist with social media content creation
- Contribute to the Volunteer Newsletter
- Comply with all Crime Victims Helpline policies and procedures

Person Description

Qualifications

- Recognised educational/professional qualifications in social work, counselling psychology, law, criminology or related field
- Experience relevant to the role

Experience

- Clear understanding of the dynamics of providing support and information over the phone, email, text and webchat.
- Experience on a helpline or other information and/or emotional support service.
- Awareness of issues impacting victims of crime
- Knowledge of the criminal justice system

Professional Attitudes and Values

- Commitment to Crime Victims Helpline's mission and vision
- A desire to help victims of crime
- Ability to adhere to professional boundaries while maintaining a compassionate and caring environment for service users, volunteers and colleagues
- A desire to learn and a receptiveness to feedback
- Ability to work independently and to take initiative

Skills

Required

- Competent and comfortable with office technology including Microsoft 365
- High level of interpersonal communication and written skills
- Ability to coordinate and prioritise a range of tasks and responsibilities
- Good judgement, common sense, and tact

Desirable

- Familiarity with telephony systems and/or webchat software

Compensation

- Salary starting at €32,000 p.a.
- 5% employer contribution to pension scheme
- External supervision
- Support for continued education
- Generous leave policies

Hours

- 37.5 hours a week, Monday through Friday.
- The post requires occasional evening and weekend working in order to meet the training and support needs of volunteers.

Location

- The requirements of the role mean the majority of working time will be spent in the CVH office currently located on Hanover Street East, Dublin 2. However, occasional home working may be possible.

Application Process

Please send a **cover letter clearly describing why you are interested in the position and how you fit the requirements for the role** and a **CV** to recruit@crimevictimshelpline.ie by 10:00 am on Wednesday, 7th June. Applicants who do not provide both a cover letter and a CV will not be considered.

Interviews for shortlisted candidates will take place on Tuesday 13th June.

The successful candidate will be required to provide references and is subject to satisfactory Garda Vetting.

Any queries regarding the position can be directed to recruit@crimevictimshelpline.ie. No phone calls, please.