

The Crime Victims Helpline is seeking an enthusiastic and experienced person to oversee the services we provide to victims and others who are impacted 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

Overview

The Service Coordinator is responsible for the delivery and quality assurance of Crime Victims Helpline (CVH) services across all platforms including the 116 006 helpline, text, email, and webchat. The role plays a key function in ensuring high-quality, accessible support for individuals affected by crime.

Reports to: Chief Executive

Direct Reports: The Service Coordinator and the Volunteer Coordinator, with the support of the CEO, line manage volunteers and interns (approximately 20 people)

Main Duties and Responsibilities

- Coordinate the day-to-day provision of CVH services by volunteers and interns
- Ensure service users receive high-quality support and accurate information
- Schedule volunteers and relief staff to ensure uninterrupted service
- Provide direct service (phone, email, text and chat) when volunteers are not available or volume of contacts exceeds volunteer capacity
- Update the Helpline Handbook so that staff and volunteers have access to best practice guidelines and up-to-date information
- Address training and information gaps as they arise
- Manage inappropriate or abusive service user contacts in-line with CVH policy
- Ensure compliance with all Crime Victims Helpline policies and procedures in particular:
 - Data Protection and Confidentiality
 - Health and Safety
 - Safeguarding

Management and Support

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

Monitoring

- Maintain accurate records and compile statistics on a monthly and yearly basis
- Monitor call logs for quality assurance, public policy issues, and service gaps
- Track geographic distribution and nature of contacts to inform awareness strategies

Training

- Work closely with the Volunteer Coordinator to support the training of new volunteers

Representation and Outreach

- Represent CVH at national and international victim support conferences and events
- Contribute to CVH's public engagement efforts, including:
 - Social media content creation
 - Newsletter contributions
 - Awareness-raising events

General

- Participate in regular staff meetings and internal training sessions
- Maintain skills through ongoing education and training
- Uphold the mission and values of the Crime Victims Helpline

Person Description

Qualifications

- Recognised educational/professional qualifications in social work, counselling psychology, law, criminology or related field

OR

- Experience relevant to the role

Desired Experience

- Understanding of the dynamics of providing support and information over 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 the Crime Victims Helpline's mission
- A desire to help victims of crime

- Can 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

- Competent and comfortable with office technology including Microsoft 365 and Zoom
- 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

Additional Details

Compensation

- Salary starting at €35,000 p.a. (On-call duty is required as part of this role. Payment for this is separate to the core salary.)
- 5% employer contribution to pension scheme
- External supervision
- Support for continued professional development
- Generous leave policies

Hours

- 37.5 hours a week, Monday through Friday
- Occasional evening and weekend on-call responsibilities

Location

- The requirements of the role mean the majority of working time will be spent in the CVH office located at Hanover Street East, Dublin 2. The building is accessible.

Application Process

Please send a **cover letter clearly describing why you are interested in the position and how you fit the requirements of the role** and a **CV** to recruit@crimevictimshelpline.ie by 17:00 Tuesday, 10th June. Applicants who do not provide both a cover letter and a CV will not be considered.

Interviews for shortlisted candidates will take place the week of 16th-20th 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.