

## OCD-UK JOB DESCRIPTION

<b>JOB TITLE:</b>	Lead helpline administrator & volunteer coordinator
<b>LOCATION:</b>	Home based or hybrid option available (For those home based, occasional visits to our East Midlands office may be required each year)
<b>HOURS:</b>	37.5 hours - Monday to Friday 9:00am to 5:00pm. (Please Note: Flexibility to work occasional evenings when required, i.e. to meet with volunteers)
<b>SALARY:</b>	£26,325 per annum
<b>CONTRACT:</b>	Permanent
<b>START DATE:</b>	TBC with applicant (ASAP)

### APPLICATION INSTRUCTIONS

If you wish to make an application, please complete the application form at:  
<https://www.ocduk.org/jobs/helpline-lead/helpline-job-application-form/>

(Please see notes on page 8 of this document).

**Closing date:** 5pm on Friday 27<sup>th</sup> September 2024

We support people affected by OCD at every stage of their journey, we're here to support people through the difficult times, right through to recovery and everything in-between.

## The OCD-UK Diversity and Inclusion Charter

In 2021 OCD-UK launched our *Diversity and Inclusion Charter* a simple guide to help staff, volunteers, service-users and trustees understand the culture in which OCD-UK operates and to understand that all are welcome when using OCD-UK services. The charter states:

*Irrespective of age, disability, race, religion, country of origin, gender identity or sexual orientation, everybody is welcomed and respected equally when using, attending and contributing to any of the OCD-UK services.*

We do this because we are committed to delivering services to people from a diverse background, to being fair and inclusive, and to being a place where all are welcomed and feel they belong. We therefore also encourage applications from candidates who are likely to be underrepresented in the existing OCD-UK workforce.

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## ABOUT OCD-UK & HELPLINE

OCD-UK is a registered charity (1103210) that provides services for those affected by Obsessive-Compulsive Disorder. We are a small, but impactful and difference making charity that is recovery focussed. We are recruiting for a **lead helpline administrator & volunteer coordinator** to join our team to provide high quality advice, information and support to people affected by Obsessive-Compulsive Disorder (OCD) and their loved ones.

The OCD-UK helpline services (where mentioned this will include phonline, email and forum support services) is currently operating five days per week, offering free, confidential telephone and email support and guidance. Our moderated forums provide peer support 24/7.

Obsessive-Compulsive Disorder (OCD) is a serious psychological anxiety disorder that affects nearly 750,000 children and adults here in the UK. In fact, OCD is so severe that the World Health Organisation once ranked it amongst the top ten most disabling illnesses.

For people suffering with OCD the impact of the condition goes far beyond the disadvantages the condition causes, it frequently causes catastrophic impact on the person's ability to form relationships, both at home and with peers and impacts on them academically and professionally. OCD can be devastatingly isolating, leaving many people feeling so desperately alone and often unable to talk and open up about how they feel.

The devastating consequences of OCD and confusion about what support is available leads people to reach out and contact OCD-UK, and in that moment it's important for them to be responded to by somebody that understands the gruelling and compelling nature of OCD, and how it makes a person feel. The advice and information a person may receive from that call can have a life changing impact, and perhaps most importantly, it can provide or reinforce hope, that recovery is possible!

Therefore, we are seeking a positive and dynamic individual to innovate and take the lead on providing and expanding this service.

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## JOB SUMMARY

- Take responsibility to cover our Monday to Friday support services (helpline) between 10am and midday.
  - Help us to expand these hours.
  - Monitor email support and forums throughout the day.
  - Design a volunteer recruitment and training strategy from scratch!
  - Recruit, train and support volunteers, including creating shift patterns and allocating volunteers to shifts.
  - Attending to support queries from active volunteers
  - Being the first point of contact for our volunteers to provide ongoing training and feedback to volunteers
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## FULL JOB DESCRIPTION

Your role will be two-fold.

1. As our new **Helpline Administrator**, you will take responsibility to provide support and advice to service-users that contact the charity helpline through email or telephone helpline which is currently open five days a week between the hours of 10am and midday. We are looking for the successful candidate to review the possibility to extend these hours slightly in the short term.

You will create a longer-term strategy to open the helpline longer hours, including evening hours using new volunteer involvement.

As the role develops you will train and supervise volunteers to take over helpline service provision, and your role will be more supporting and advising a small team of helpline volunteers who will be handling calls. Your role will then involve also occasionally providing helpline cover during volunteer shortage.

2. The **Volunteer Coordinator** aspect of the role is equally crucial, and you will be starting with a blank canvas to develop and implement a volunteer recruitment strategy that will deliver an extensive pool of diverse and engaged volunteers ensuring their skills and enthusiasm contribute to our service.

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The successful applicant will be solely responsible for all aspects of the day-to-day management of helpline volunteers. You will be leading on recruitment, training and support of volunteers. You will also be working to continually develop the strategy to ensure the volunteer led helpline supports OCD-UK's aims, objectives and values of ensuring every single person that contacts the charity is given helpful and practical recovery focussed advice that also offers hope.

You will be joining a small team of five staff and will therefore be expected to help and support other colleagues with their roles, when required to do so. Equally, they will support you in your role.

The position will suit an individual who is flexible with their working hours, who is prepared to work occasional evening and weekend hours when required and has some experience in the creation and delivery of training materials.

Working on our helpline is a very rewarding job and it's important not to underestimate the positive impact of the advice on people who turn to OCD-UK for support.

The ideal candidate would need to have strong and effective communication skills and have the ability to respond to service users with patience in a non-judgmental and sensitive manner.

This role can also be emotionally challenging, and although you will be supported by other team members, it's important that you consider if you have the coping skills and resilience to respond to such emotionally charged, and triggering calls before applying for this position.

Because we are a charity dedicated to serving those affected by Obsessive-Compulsive Disorder you will need a very good understanding of the condition and the evidence-based treatments, although training will be offered. Strong consideration is given to those with lived experience of OCD, which could include those who have experience in supporting a loved one with OCD.

Whilst this job description above covers the main duties and responsibilities of the post, it is not exhaustive. The post holder is therefore expected to undertake any other duties which may be reasonably required for the demands of the service in addition to supporting the charity in other work when directed by the Chief Executive.

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## DESIRABLE SKILLS

- Ability to use own initiative, working independently, through prioritising, planning and organising tasks and activities to meet deadlines.
- Ability to cope with emotionally challenging calls, remaining detached but compassionate.
- Flexible and non-judgemental approach to people and work.
- Proven track record of developing productive relationships with volunteers and beneficiaries.
- Ability to recognise the needs and experiences of volunteers from a diverse range of backgrounds.
- Knowledge of volunteer management good practice.
- Strong communication and interpersonal skills.
- Enthusiastic and self-motivated with excellent team-working skills.
- Experience of working in a small, but growing organisation.
- Familiar with Microsoft Office software.
- Familiar with online meetings using Zoom/Microsoft Teams technology.
- Experience of Obsessive-Compulsive Disorder through personal or working environment.
- Understanding of recommended treatments of OCD (training will be offered).
- Understanding of NHS treatment pathways (training will be offered).
- Appropriate home workspace to host telephone calls and online meetings confidentially. It's vital that the work from home space allows time and space for uninterrupted calls and meetings.

### **APPLY ANYWAY!**

If you're enthusiastic about this opportunity but your experience doesn't align perfectly with every requirement, we encourage you to apply anyway and demonstrate how your experience and enthusiasm will make a difference to our charity. You may still be the right person to help OCD-UK!

**Are you ready to make a positive difference in the lives of people suffering from Obsessive-Compulsive Disorder?**

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## KEY RELATIONSHIPS

### Internal:

The post holder is directly responsible to the Chief Executive but will be supported in this role by our Online Support Group Lead where their time allows, and you will have close working collaboration with all other staff. You will also develop positive working relationships with volunteers to help foster a sense of community and teamwork, ensuring new volunteers are welcomed and made to feel included and supported.

### External:

The post holder will work closely with charity service-users and new potential volunteers, often being the first point of contact.

## RESPONSIBILITIES EXPECTED OF ALL OCD-UK STAFF

- To comply with OCD-UK Safeguarding & Child Protection Policy and attend internal mandatory training.
- To adhere to and actively To promote and deliver a friendly welcoming service that reflects our diversity and inclusion charter.
- Support charity beneficiaries through existing support methods (email, telephone, discussion forums).
- To ensure the charity's ethos and objectives in promoting recovery from OCD are maintained, whilst also supporting people through their journey and ongoing daily struggles with OCD.
- To comply with the OCD-UK Data and Privacy Policy and GDPR regulations.
- To adhere to our confidentiality policy.
- To contribute to the organisation of and support the running and hosting of the OCD-UK annual conference.
- To assist colleagues with their projects, such as co-hosting webinars or support groups.
- To actively participate in staff team meetings and training events and contribute to the development of organisational practice and procedures.
- To be flexible and willing to consider and develop new and innovative ways of working.
- Travel to charity's office when required (for those outside Derbyshire, reasonable travel costs will be reimbursed).

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### Please Note:

- Your covering letter supporting statement on the application form is an important part of your application. The information you give there is key for us in shortlisting.
- We reserve the right to close this recruitment process early should we receive a high volume of applications.
- Feel free to direct any pre-application questions to our Chief Executive, Ashley Fulwood at [ashley@ocduk.org](mailto:ashley@ocduk.org)
- We recommend if you need additional time to complete the application form, please email our Chief Executive, Ashley Fulwood at [ashley@ocduk.org](mailto:ashley@ocduk.org) at your earliest opportunity to ensure that should we close the application process early, your application will still be considered.
- Please note that all offers of employment are subject to at least two recent references deemed satisfactory by OCD-UK which must be secured within ten working days of being offered the job. We reserve the right to request additional references should we feel necessary.
- We recommend only using referees that are recent professional contacts rather than family or friends. We recommend that you only provide references for people that you know would be willing to provide you a reference within the expected time frame.
- All offers of employment are also subject to the return of a clear enhanced DBS check at the start of employment and signing up to the annual DBS update service, which OCD-UK will subsidise whilst employed with us.

If because of disability or other reason you have not had sufficient previous job opportunity or are able to provide the required professional references, please don't let that put you off applying. We will consider applications from all those who are passionate to work with OCD-UK.

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