

2024 – Helpline Support Officer – Job Description

WHO WE ARE

DIGNITY4PATIENTS is an independent charity providing Support, Advocacy & Information to victims-survivors of sexual abuse. We work with people who have experienced sexual abuse or inappropriate sexual behaviour in medical, healthcare, or therapeutic environments. We aim to assist victim-survivors in dealing with various reporting, justice, and healing pathways for their well-being. We intend to treat those accessing healthcare who have experienced negative sexualised behaviour by healthcare staff with the respect and dignity they deserve.

POSITION INFORMATION

DIGNITY4PATIENTS is hiring a **Helpline Support Officer** across our Justice and Advocacy Service. We seek a dedicated individual to join our team to provide support to individuals and families who have experienced sexual abuse (in any of its forms) in Ireland's healthcare services.

Ideally, we require someone with experience in supporting victims & survivors or providing information on individual rights, legal processes, or available supports. As a frontline worker, this important role seeks to support and empower victims. Your work will be underpinned by our core values of confidentiality, professionalism, respect, empathy, integrity, and accountability.

Our office is based in Drogheda and the **Helpline Support Officer** will be required to attend our office due to the sensitivity of the subject and for client confidentiality.

MAIN ROLES AND RESPONSIBILITIES

- To answer and address helpline calls, emails, text messages, and web contact in a respectful manner.
- To arrange appointments and meet victims on a one-to-one basis in a professional and empathetic manner.
- To be familiar with the support services available for victims of sexual violence and refer where required.
- To risk assess the helpline callers' needs and to offer appropriate support services.
- To escalate any matters of concern to the Advocacy Officer to ensure safe client engagement.
- To enter & maintain detailed client records in Dignity4Patient's database, with timely casework follow-up.
- To support the Operations Manager in ensuring health & safety and compliance requirements are fulfilled.
- To attend regular supervision to ensure your mental health and self-care are a priority.
- To attend internal meetings and attend mandatory training and any related training
- To offer support and backup to colleagues in the Advocacy Team as and when required.
- Carry out other roles or duties within the scope, spirit and purpose of the post, as requested

SKILLS, KNOWLEDGE AND EXPERIENCE

Essential:

Qualification in human rights, sociology, social care, social policy, healthcare or a related field or 2 years of working with victims and survivors.

Excellent interpersonal, communication, and teamwork skills, with the ability to listen to and show empathy when undertaking victims and survivor support.

Strong IT skills, comfortable using a CRM or Proficiency in MS packages e.g. Word, Excel, Outlook

At ease with daily contact with victims and survivors via helpline telephones, texts, emails, and webchats.

Ability to work effectively as part of a team and on own initiative.

Comfortable in managing and dealing with the topic of sexual abuse.

Fluent Communication in the English Language.

Desirable:

Prior proven track record of victim/survivor support.

High standards of organisational skills and attention to detail.

Confidentiality is the bedrock of our work, discretion and sensitivity should be your core values.

Have a positive, can-do attitude; a self-starter with the ability to work in a team.

BENEFITS & TERMS

Job Type: Part-time, permanent role, with a 6-month probationary period.

Hours:

Option 1: 22 hrs per week over a 4-day week Monday through Thursday (10.00 – 16.00) + unpaid lunch.

Option 2: 16 hrs per week over a 4-day week Monday through Thursday (10.00 – 14.00)

Annual Leave: Generous entitlement of 17 days per annum plus Good Friday, Christmas Eve & New Year's Eve.

Sick Leave: Generous entitlement of 7 days certified sick leave paid at 100% of daily salary.

Counsellor: Access to quarterly work supervision/counsellor support for staff well-being.

Parking: Free on-site parking is available at the office.

Location: Drogheda outskirts.

Salary:

The salary for this role depending on the option chosen is:-

Option 1: 22 hrs per week at €17.00 p/hr totalling approximately €19,448 per annum:

Option 2: 16 hrs per week at €17.00 p/hr totalling approximately €14,144 per annum:

This is the pro-rata rate of a full-time equivalent of €33,150 per annum.

Application:

Please send your CV with a Cover Letter outlining how you meet the essential and if possible desirable criteria.

Applications to ceo@dignity4patients.org by **5pm on Monday 20th January 2025**. **Applications after this deadline will not be considered.**

Interviews:

Interviews will be held the week of 27th January 2025 either on Zoom or face-to-face depending on requirements.