



JOB DESCRIPTION

Title:	Counselling Specialist
Responsible to:	CEO, Sikh Helpline
1. Job Role/Purpose:	
<ul style="list-style-type: none"> • The Counselling Specialist will be responsible for the primary contact with callers to the Sikh Helpline. Ensuring calls are handled appropriately and offering the right level of support and advice to callers. This may be approached directly by the Counselling Specialist or delegating to a nominated volunteer • Responsible for administration, volunteer journey and co-ordinating Sikh Helpline Campaigns/Projects • In addition, typically responsible for helping to build, develop, grow and progress the Sikh Helpline 	
2. Main Duties and Responsibilities	
<ol style="list-style-type: none"> 1. Manage all Sikh Helpline calls in any format e.g. phone calls, on line queries, face to face. 2. Deciding and executing the most suitable approach for each call 3. Growing the Sikh Helpline brand via attendance at events, presentations (for example at Gurdwara's etc) via Social Media outlets 4. Create and maintain relationships with existing and potential outreach services 5. Create and maintain relationships with existing and potential agencies such as the Police, other Charities and organisations who assist in the Sikh Helpline delivery 6. Assist and support in all current and future Sikh Helpline Projects and Initiatives, including funding applications and bids 7. Ensure the necessary reporting tools to monitor projects/initiatives are in place 8. Using the Sikh Helpline database correctly and logging all calls appropriately 9. Be flexible in spreading working hours across the week if/when required 10. Travel to events etc. as required <p>General</p> <ol style="list-style-type: none"> 1. To undertake such other duties as the organisation may reasonably require 2. The post holder is expected to be flexible and accommodating, following consultation, in terms of any changes to operating times in the future 	