

Transparency International Ireland: Helpline Coordinator - Speak Up Helpline (<https://www.activelink.ie/node/110481>)



Helpline Coordinator

Speak Up Helpline

Location: TI Ireland's Offices in Dublin 1, Remote/Hybrid

Closing Date for applications: 15 September 2024

Start Date: As soon as possible

Transparency International Ireland ("TI Ireland") is an independent, not-for-profit organisation dedicated to stopping corruption and promoting integrity in Irish institutions. Its vision is an Ireland that is open and fair – and where entrusted power is used in the interests of everyone. TI Ireland is a fully accredited chapter of the international coalition, Transparency International, with representation in over 100 countries.

TI Ireland seek a Helpline Coordinator to support the operation of the Speak Up Helpline and Integrity at Work, as well as to coordinate Helpline advisory services.

The Speak Up Helpline

Established by TI Ireland in 2011, the Speak Up Helpline is a free and confidential information, referral and advocacy support service aimed at helping people report concerns of wrongdoing, including corruption and serious fraud. Where appropriate, callers are also offered legal advice appointments with the Transparency Legal Advice Centre.

Integrity at Work

Integrity at Work (IAW) is an initiative co-ordinated by Transparency International Ireland. It is managed by a Programme Manager and directed by the Chief Executive. The initiative aims to assist stakeholders, such as employers, regulators and trade unions, in promoting safe working environments for those speaking up about wrongdoing.

JOB SPECIFICATION

The Helpline Coordinator's Overall Responsibilities

Main responsibilities

- Process Speak Up Helpline cases, and all related correspondence
- Provide information as appropriate to Speak Up service-users
- Operate the Speak Up Helpline where necessary
- Maintain accurate Speak Up files and database records
- Coordinate the Psychological Support Service for Helpline service-users
- Assist in identifying cases suitable for legal advice and brief Transparency Legal Advice Centre's Managing Solicitor accordingly
- Identify cases suitable for the Case Process Review service and brief the Senior Coordinator accordingly
- Analyse Speak Up Helpline data, prepare biannual Speak Up reports and other relevant publications including Speak Up Safely guidance

- Analyse Integrity at Work data and assist in the preparation of end-of-year reports to Integrity at Work organisations

Other responsibilities will include:

- Draft and assist in drafting of related project/funding proposals
- Assist in the preparation of donor reports
- Assist with the recruitment, induction, training, and evaluation of volunteers on the Speak Up Helpline

PERSON SPECIFICATION

We are seeking someone who has the following attributes.

Knowledge and Experience

- Experience of working in an information service and/or advocacy organisation and/or legal environment
- Knowledge and experience of database management, Word, Excel and Outlook
- Knowledge and understanding of solicitor-client confidentiality and privilege and data protection
- Knowledge of relevant political and legal developments
- Experience of working on one's own initiative and independently

Attitude, Skills and Abilities

- Ability to manage and handle a high case volume, work under pressure, deal with multiple tasks and meet tight deadlines
- Initiative in recognising objectives that need to be delivered and taking appropriate action
- Empathy in supporting colleagues and programmes, and in all other dealings with colleagues
- Professionalism by approaching their role efficiently and effectively to deliver on key organisational objectives
- Demonstrable patience, perseverance, sound judgement and moral imagination
- Ability to work as part of a small team, flexible, respectful and courteous
- Excellent written and verbal communication skills
- Excellent customer service and inter-personal skills

Job Start Date: As soon as possible

Duration: One year, with possibility of renewal/permanent position

Pay: At Grade IV (between €38,000 to €45,000 per annum), starting salary depending on experience and qualifications.

Application Closing Date: 15 September 2024

To Apply:

Please send a CV and covering letter to admin@transparency.ie (mailto:admin@transparency.ie) by 12pm on **15 September 2024**. The email enclosing your CV should have [HC/2024] in the subject line. It is essential that the covering letter concisely addresses (in no more than 500 words):

- Motivation for applying for the position; and
- Relevant experience for the role.

The CV should ideally be two pages long. Experience should be presented in reverse chronological order and the names and positions of two referees should be provided. Contact details of referees are not necessary at this stage.

Equal Opportunities Statement

TI Ireland is an equal opportunities employer and is committed to promoting a work environment free from discrimination on grounds of gender, civil/marital status, family status, race, religious beliefs, sexual orientation, disability, age or membership of the traveller community.

Privacy Notice

As part of the recruitment process, TI Ireland collects and processes personal data relating to job applicants. TI Ireland is committed to being transparent about how we collect and use that data and to meeting our data protection obligations. Read our [Recruitment Privacy Notice \(https://transparency.ie/sites/default/files/22.04.28_recruitment_-_privacy_notice_.pdf\)](https://transparency.ie/sites/default/files/22.04.28_recruitment_-_privacy_notice_.pdf) to learn more about how TI Ireland processes your personal data.

Region

Dublin 1 / Remote / Hybrid

Date Entered/Updated

26th Aug, 2024

Expiry Date

15th Sep, 2024

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