

Galway Rape Crisis Centre: Helpline Staff **(<https://www.activelink.ie/node/112918>)**



JOB TITLE: Helpline Staff

NAME OF EMPLOYER: Galway Rape Crisis Centre

NO OF HOURS: Two days per week (9.30- 17.30, 7.5-hour day)

GRCC's Helpline telephone service is often the first point of contact for individuals seeking to engage with the centre. On any given day, Helpline staff may field calls from concerned individuals seeking support or advice for themselves or a loved one, professionals wishing to make a referral or seeking practical advice, or any member of the public who might wish to talk about issues relating to sexual violence. Helpline staff may offer ongoing telephone support to current or previous clients, or field enquiries about our accompaniment services.

DUTIES AND RESPONSIBILITIES

- Engage in initial appointments with new clients
- Engage in drop-in sessions with clients on the waiting list
- Answer Helpline calls and follow up as necessary
- Field calls to GRCC's business line and respond and follow-up as required
- Input client information to the GRCC database
- Liaise with counselling, accompaniment and support teams on issues pertaining to clients

ESSENTIAL

- Qualified psychotherapist with appropriate accreditation with IACP or equivalent or capacity to be accredited with same
- Capacity to respond appropriately to individuals in who may be in distress
- Capacity to align with the values and ethos of GRCC
- Ability to engage with all people from all backgrounds in a manner that is warm, respectful and trustworthy
- Proven experience of ability to work in a collaborative and mutually supportive way with colleagues and others
- Capacity for active listening and clear, warm communication
- Excellent organisational, prioritising and time management skills.
- Ability to deal with sensitive issues while maintaining confidentiality.
- Ability to multitask and prioritise competing demands.
- Enjoys working with people, is approachable, and warm and friendly
- Good IT skills
- Clear written and verbal communication skills with proficiency in English (written and spoken)

Please send CV and Cover Letter outlining suitability for the role to admin@grcc.ie (<mailto:admin@grcc.ie>) by 5pm on 03/02/2025.

Region
Galway

Date Entered/Updated
6th Jan, 2025

Expiry Date

3rd Feb, 2025

Source URL: <https://www.activelink.ie/vacancies/civil-liberties-human-rights/112918-galway-rape-crisis-centre-helpline-staff>