

## **Crime Victims Helpline: Helpline Support Worker (Relief)** **(<https://www.activelink.ie/node/112984>)**



Freephone **116006**

### **About the Crime Victims Helpline**

The Crime Victims Helpline (CVH) is a listening and support service for victims of crime in Ireland. We provide time and space for victims to talk about their experiences. We provide information about the criminal justice system, crime victims' rights and referrals to victim support services and other resources in the community.

### **Role Description - Helpline Support Worker (Relief)**

The relief Helpline Support Worker (HSW) is called upon to cover staff leave, assist with special projects and provide additional staff resources when needed. The HSW answers the helpline and responds to victim contacts over text, webchat and email. The HSW provides support to volunteers and carries out routine office tasks as required.

### **Accountability**

The HSW works in close collaboration with the Volunteer Coordinator and Service Coordinator and reports to the Chief Executive.

### **Main duties and responsibilities**

- Provide phone support to victims of crime and others who ring the helpline. This includes active listening; providing information; and making appropriate referrals.
- Check and respond to emails, texts, webchat and other communications from service users
- Support volunteers by answering queries and providing guidance
- Maintain accurate reports and records of contacts with the Helpline
- Monitor contacts to the Helpline to ensure proper handling and follow-up
- Maintain the resource list and ensure up-to-date information is available to Helpline staff and volunteers
- Assist with training of new volunteers
- Assist with updating and creating content for the Helpline's social media accounts
- Assist the Chief Executive, Volunteer and Service Coordinators in any relevant aspects of the work
- Follow all CVH policies and procedures
- Carry out routine office tasks

### **Person Description**

#### **Qualifications**

- Experience relevant to the role

#### **Experience**

- Clear understanding of the dynamics of providing support and information over the phone, email, text and webchat.
- Experience on a helpline or other information and/or emotional support service.

- Awareness of issues impacting victims of crime
- Knowledge of the criminal justice system

## Professional Attitudes and Values

- Commitment to Crime Victims Helpline's mission and vision
- A desire to help victims of crime
- Ability to adhere to professional boundaries while maintaining a compassionate and caring environment for service users, volunteers and colleagues
- A desire to learn and a receptiveness to feedback
- Ability to work independently and to take initiative

## Skills

- Competent and comfortable with office technology including Microsoft 365
- High level of interpersonal communication and written skills
- Good judgement, common sense, and tact

## Compensation

- €14.80 per hour
- Support for continued education

## Hours

- This is a zero-hours contract reflecting the casual nature of the role.

## Location

- The Crime Victims Helpline office in Dublin 2. The position has the possibility of being hybrid office/remote with adequate training and experience.

## How to Apply

- Submit a cover letter explaining your interest in the role along with a CV to [trecruit@crimevictimshelpline.ie](mailto:recruit@crimevictimshelpline.ie) (<mailto:recruit@crimevictimshelpline.ie>). Applications without both a cover letter and CV will not be considered.
- Applications must be received by 21st January at 5:00 pm. Late applications will not be considered.

## Region

Dublin 2 / Hybrid

## Date Entered/Updated

9th Jan, 2025

## Expiry Date

21st Jan, 2025

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