



# Job Description: Support Line Coordinator

*Whakaaturanga o te Kaiwhakahaere waea*

**March 2018**

## Our Objectives

The objectives of OUTLine New Zealand Inc:

- I. To support, affirm and advance the Aotearoa New Zealand Rainbow Communities\* to achieve successful outcomes by:
  - a. providing programmes which cater for social, educational and emotional needs,
  - b. advocating for social, cultural and political rights, and
  - c. nurturing and providing resources to meet community needs.
- II. To operate a telephone service (known as OUTLine New Zealand) staffed by self-accepting Rainbow People\*, offering information and supportive counselling.
- III. To provide face to face counselling where this is appropriate.
- IV. To operate a regular meeting and discussion place.
- V. To work actively to ensure the mental, emotional and physical well-being of people affected by issues and challenges around sexual orientation and/or gender identity within the Rainbow Communities.
- VI. To publish a regular newsletter of interest to the Rainbow Communities.
- VII. To strive to support Rainbow Communities by providing speakers and educational material.
- VIII. To conduct courses on the skills and self-awareness to be considered to be beneficial in the context of living successfully as Rainbow People and to train self-accepting Rainbow People in the counselling skills that will enable them to work with others who may require support in coming to accept them.
- IX. To foster, promote, organise and manage such amenities and facilities, social or otherwise, as the group may think necessary or expedient in furthering its objects.

*\*Includes gay, lesbian, bisexual, transgender, takatāpui, intersex, fa'afafine, queer and questioning*

## The role

As the Support Line Coordinator for OUTLine, you will lead the development and management of the 0800 OUTLINE peer support line service. Our volunteers are key to the success of the support line service and managing them will be an important part of the role.

The key areas of responsibility are:

1. Oversee the 0800 OUTLINE peer support line service
2. Ensure the quality and safety of the support line
3. Manage the volunteer call takers
4. Coordinate volunteer training
5. Ensure the resources needed by volunteer call takers are available
6. Maximise the hours that the support line service is answered

As a part of the wider OUTLine team, you may also be asked to do other tasks from time to time, by agreement.

The outcome of your role will be to grow the capacity and quality of the 0800 OUTLine support line service and improve the experience of volunteers with the organisation. Your role will support the growth and expansion of OUTLine as the best national source for LGBTIQ+ information and provider of quality services.



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## Responsibilities

- 1. Oversee the 0800 OUTLINE peer support line service**
  - Understand the needs of service users who are calling the support line
  - Understand the service user experience when contacting OUTLine, and work to improve this
  - Capture statistics about service users, for the purpose of funding, identifying high priority populations and/or populations which we do not currently serve
  - Develop ways to improve the service that is offered
- 2. Ensure the quality and safety of the support line**
  - Work in partnership with the Counselling Supervisor and Counselling Coordinator to ensure the quality and safety of the support line service, both for service users and volunteers
  - Coordinate regular forum for volunteers
  - Monitor to ensure volunteers are meeting supervision and training requirements
  - Regularly review call logs (and potentially call recordings)
  - Develop processes for managing crisis calls that may be received out of hours. Both for managing the service user, and debriefing the volunteer
  - Work to understand what best practice is for the support line service, and how to constantly improve our support line service
- 3. Manage the volunteer call takers**
  - Promote volunteering opportunities at OUTLine
  - Manage the volunteer recruitment process
  - Regularly be in touch with our volunteers through email, phone, social media and face to face
  - Create systems and processes that encourage volunteer retention
  - Create processes that allow volunteers to feedback easily into the operations of OUTLine, and see the results of their feedback
  - Generally make volunteering at OUTLine a great experience!
- 4. Coordinate volunteer training**
  - Liaise with specialist trainers to coordinate new volunteer training
  - Provide training on new systems or processes to volunteers as necessary
  - Identify opportunities for new areas of training, or refreshes on existing areas of training
  - Identify opportunities for advanced training of volunteers
  - Identify opportunities for online volunteer training, primarily for technical competence
  - Improve the function of the buddy system, whereby new volunteers are mentored by experienced ones
- 5. Ensure the resources needed by volunteer call takers are available**
  - Work to make sure that the needs of our volunteers are met as best as possible, including refreshments, equipment, parking, accessibility, etc
  - Work to make sure that volunteers have access to as best quality information possible when answering calls
  - Keep up to date with developments in issues that affect LGBTIQ+ people in Aotearoa
  - Keep up to date with changes in services and social supports available to LGBTIQ+ people in Aotearoa



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## 6. Maximise the hours that the support line service is answered

- Regularly review the number of shifts covered, and call out for volunteers to sign up for empty shifts
- Review the hours of operation of the support line, matching service user needs with volunteer availability and enthusiasm
- Identify opportunities to increase the number of people able to volunteer as call takers

## 7. Reporting

- Provide a report to the Interim Manager, prior to monthly board meetings as directed
- Attend staff meetings
- Attend fortnightly 1:1 meetings with the Interim Manager
- Answer your OUTLine email account at least every second business day

## Hours

- 30 hours per week
- Flexible hours, with some expectation of work outside of normal office hours (e.g. weeknights and weekends).

## Key Skills required

- An understanding of OUTLine's kaupapa and objectives.
- Excellent written and verbal communication skills.
- Able to understand the overall structure and direction of OUTLine.
- Commitment to the principles of Te Tiriti o Waitangi and tikanga Māori.
- Able to relate to individuals in a professional, yet friendly and relaxed manner.
- Able to work well in a team.
- Strong skills in time management and self-motivation.
- Enthusiasm to learn and grow as the role develops and grows.
- Good standard of personal presentation.
- A passion for volunteering, valuing the huge contribution that volunteers make.
- Previous experience with managing volunteers.
- Experience managing computerised systems, projects and processes.

## Major Challenges

- Developing this new role within an organisation with a 45 year history
- Working with an existing long serving pool of volunteers
- Budget constraints
- Managing responsibilities and expectations in a part-time role, for a service delivered up to 11 hours per day

## Key Performance Indicators (KPIs)

May 2018 – April 2019:

- 95% coverage of available shifts
- Reduction in the percentage of missed calls by 10% year on year



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- Increase in accuracy of caller location stats we are able to record by 10% year on year
- 95% of active volunteers are attending forum at least once every 3 months