**Outbound Call Operatives Role Specification**

Preamble: This role involves making ‘phone calls to new or existing service users. Our service users, who are mostly men, are generally in a distressed state, feeling isolated, confused and fearful. Accurate communication with them may be challenging, but is also the crucial part of this role.

# Role Definition

* To make outbound calls in response to potential service users approaching the charity by any means (calls to the Helpline, contact via our web site contact form, direct contact at meetings, or via referrals from solicitors, or other professionals or agencies).
* The focus of the call will usually be to facilitate full completion of the charity’s standard Service User Pack for new service users. This involves, (i) basic contact details, (ii) a standard set of questions relating to the sort of cases the charity deals with, (iii) ascertaining the service user’s problem and how we can help, (iv) completion of a domestic abuse Risk Indicator Checklist, and, (v) completion of standard psychology questionnaires to measure mental well-being and loneliness. Training specific to this activity will be provided. Prior knowledge of these specialist areas is not essential.
* Recording of the completed Service User Pack in the charity’s secure Teams file system, including a very brief summary of the key issues of the case.
* The Outbound Call Operative shall not provide the service user with advice nor otherwise progress the case. The Outbound Call Operative’s role is only to obtain and record the information defined by the Service User Pack.
* Outbound Call Operatives will be provided with a charity mobile, or a tablet with phone functionality, to facilitate their role. Access to the charity’s internet-based phone system (CircleLoop) will also be provided.
* Outbound Call Operatives will need a PC, laptop or tablet as data entry during a call-out directly into a Word version of the Service User Pack proforma will be required.

# Experience and Skills Required

* Essential: Ability to empathise with service users (mostly men) who may be emotionally vulnerable.
* Essential: Ability to remain focused on completing the required task (Service User Pack completion) whilst being patient and allowing the caller’s “story” to emerge accurately.
* Desirable, not essential: Experience of working on a helpline.
* Desirable, not essential: Experience working with victims of domestic abuse.
* Desirable, not essential: Knowledge of the operation of the family court in private law, especially as regards child arrangement issues.

# Time Commitment

* Commitment to an agreed number of hours of volunteering time (suggested minimum of 2 hours per week).
* Commitment to attend training.

# Supervision

You will be supervised and line-managed by the charity’s Workflow Co-ordinator or another member of the management team approved in the Outbound Call function.

# Training

Essential Pre-Deployment

All new volunteers who are to be assigned designated roles (as listed in the Volunteer Roles document) must be given an Induction prior to being deployed. This generic Induction can be carried out by any member of the Management Team. A common set of briefing material exists for this Induction, regardless of role.

For volunteers to be newly assigned to the Outbound Call Operative role, training in the requirements of the role, consistent with the above description, must be provided prior to being deployed in that role. This will include, (a) use of the CircleLoop VOIP system, (b) use of the Teams file system (via membership of the team “Secure SUP Completion”), (c) training in all aspects of completing a Service User Pack, and, (d) the elements of effective helpline-style interactions.

A set of briefing notes (the Induction for Outbound Call Operatives) exists to provide the required scope of this training. The written training brief shall be augmented by an online “interview” with the Workflow Coordinator or with an experienced Outbound Call Operative. This will provide the candidate with an opportunity to ask questions to ensure the nature of the role is understood and to clarify any aspects of the written training brief. In practice this training may be carried out at the same time as the General Induction.

Desirable Within Deployment

External or online training is desirable to enhance all volunteers’ skills. For Outbound Call Operatives the most relevant will be helpline training, essentially amplifying and reinforcing the messages in the Induction for Outbound Caller Operatives. This would include such things as active listening, open questions, accurate listening, feedback, paraphrasing, empathic responding and observing boundaries in dealing with the service users. Specialist training in the completion of the domestic abuse Risk Indicator Checklist may also be helpful.