

## Overview of Services: Helpline team member

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1. To provide the helpline service to seafarers' and their families. This is achieved by personally dealing with calls and contacts from seafarers and their families using a range of communication channels.
2. Good at both verbal and written communication, preferably in English.
3. To provide other helpline contractual services as required.
4. Happy to help others. Patient and polite in dealing with calls.
5. Good listening skills and able to handle calls.
6. To provide an emotional support service to seafarers and their families.
7. Familiar with Microsoft Office and happy using social media.
8. To accurately record case details, actions and data in Salesforce/Case Handling system.
9. To undertake translations of documents as required.
10. To be proactive and flexible in case handling to provide effective support and gain the best possible outcomes for seafarers and/or their families.
11. To give excellent customer service.
12. Able to work a rota that includes morning, afternoon, evening and night shifts which rolls through weekdays, weekends and bank holidays.
13. To work with other team members to cover all shifts in the monthly rota.
14. To follow the regulations on data protection.
15. Work as part of a close knit team.
16. To draft human interest cases for publicity purposes.
17. To contribute to team meetings.
18. To positively promote the work of ISWAN and the helpline team.
19. Any other additional duties and responsibilities as may be required by management.