

## SERVICES MANAGER

<b>RESPONSIBLE TO:</b>	CEO
<b>SALARY RANGE:</b>	£20-28k
<b>HOURS:</b>	30 hours over 4 days. In-person and remote working
<b>LOCATION:</b>	Suite 103, Davina House, 137-149 Goswell Road, London EC1V 7ET

### OVERVIEW OF HOARDINGUK

HUK is the only UK wide charity solely dedicated to supporting people impacted by hoarding behaviour. Hoarding Disorder is a complex, comorbid mental health condition which affects 2 to 5% of the population and their families. Those we support are from the most vulnerable or marginalised communities and a high number have other complex disorders or disabilities.

HUK promotes CHOICE and CONTROL using a holistic, integrated framework to provide a safe space for those at risk and to advocate for their legal rights. HUK is not a decluttering service, nor does it promote and provide such services. We are a small charity supporting a big issue undergoing a period of positive change. We need a leader who has a passion to drive systemic change.

### MAIN PURPOSE OF THE ROLE

#### Helpline Manager

- Advertising and recruitment of telephone volunteers
- Ensuring references are received prior to commencing with HUK
- Liaising with university to provide under-graduate and post graduate placement opportunities
- Training in helpline skills and program delivery for telephone helpline volunteers
- Conducting initial assessments for participant then allocating to volunteers
- Providing group supervision for volunteer
- Maintaining data base entries for participant engagement (sessions and assessments)

#### Therapeutic Services Manager

- Responding to query calls and email from participants, professionals, family and friends via telephone and email
- Providing information pack via email or post
- Ensuring references are received prior to commencing with HUK
- Responding to query emails and call from external services for training + research opportunities
- Triaging between HUK services based on participant needs
- Advertising and recruiting access and assessment volunteers

- Providing training and supervision for access and assessment volunteers
- Maintaining database entries of participant contact and engagement
- Signposting to external services based on participant needs

### **QUALIFICATIONS, COMPETENCIES, AND EXPERIENCE**

- Relevant work experience
- Excellent IT and formatting skills (Microsoft Office)
- Customer service, interpersonal and communication skills
- Ability to work under pressure, to multi-task and prioritise
- Ability to work as part of a team and on your own initiative
- Problem solving and decision-making skills
- Efficient and organised with good attention to detail
- Experience in business development and promoting a service
- Experience with Teams or Zoom

### **INTERVIEW AND ASSESSMENT INFORMATION**

If you need any support with the application or interview process, please let us know. We provide help as needed. Applicants will not be negatively assessed if they ask for support.

We welcome applications from people who demonstrate strong leadership and management skills, and who have forward vision in addition to strategic development, financial planning and charity governance. People with lived experience of hoarding behaviour, and experience of accessing mental health services, are encouraged to apply. This is an exciting opportunity for someone enthusiastic and energetic to advance their career in our sector.

To apply please email [info@hoardinguk.org](mailto:info@hoardinguk.org) with cv and a covering letter stating why you would like to apply for the role.