



Together we can silence tinnitus

Tinnitus Support Adviser

Job description & person specification

Job Title:	Tinnitus Support Adviser
Reporting to:	Interim Head of Services
Responsible for:	N/A
Hours:	Full time, 35 hours per week with remote working
Contract type:	Fulltime with a 6-month probationary period, fixed-term 12-months
Salary:	£21,000 - £22,000 p/a
Location:	Hybrid/Remote
To apply:	Send a CV and covering letter to info@tinnitus.org.uk

Job Purpose:

Tinnitus UK provides world-class information, advice, and emotional support to the whole tinnitus community to educate, reduce feelings of isolation and enable effective self-management.

This role will develop and support the Tinnitus Support Team's freephone helpline and its additional services/functions for people with tinnitus, their families and support networks. In this role you will be the first point of contact for people seeking support and advice about tinnitus and related conditions. You will also provide email, SMS, and web chat support, and engage in other online support services to help people with tinnitus.

Main Responsibilities

1. Overall duties

- To ensure people contacting Tinnitus UK for advice feel less alone and isolated by the condition.
- To help people contacting Tinnitus UK to feel more informed about their tinnitus and better able to manage their symptoms.
- To help people with tinnitus feel more emotionally supported, in turn improving wellbeing and mental health.
- To assist people with tinnitus to be more aware of the support available to them from Tinnitus UK.
- To work alongside all Tinnitus UK staff to help raise awareness of the support available through social media and online forums

2. Helpline

- To ensure that all helpline calls and voicemail enquiries are responded to, working to agreed procedures and quality standards.
- To provide relevant and up-to-date information about tinnitus to callers, offering an approach that is tailored to individual needs.
- To provide information relevant to a caller's location on hospital services and support groups in their area.
- To provide support, advice, help and empathy to callers who are struggling to cope with their tinnitus.

3. Online support

- To respond to email, web chat and SMS enquiries from people promptly and succinctly, working to agreed procedures and quality standards.
- To ensure that online communication includes links to Tinnitus UK information and wider support.
- To support the Head of Services to explore options for helpline support outside of 9am to 5pm opening times, including homeworking, twilight, and/or 24-hour opening.
- To engage with additional online services to offer support, advice, help and empathy to users.

4. Volunteers

- To work with the Support Group & Volunteering Officer and the Tinnitus Support Team to train and manage helpline volunteers.
- To provide day-to-day support to volunteers working in the Tinnitus UK office and remotely.

5. Planning and reporting

- To regularly update information related to Tinnitus Support Team services and disseminate it as appropriate and when requested.
- To ensure that all data relating to the Tinnitus Support Team services is maintained in line with data protection protocols.
- To contribute to the wider evaluation of the impact of the Tinnitus Support Team services on Tinnitus UK and wider tinnitus community.
- To provide quarterly monitoring information to the Head of Services in relation, but not limited, to the Tinnitus Support Team services.
- To report relevant opportunities and developments to the Head of Services that will underpin organisational direction for the Tinnitus Support Team services.

6. General responsibilities

- To work across the Tinnitus UK team and assist in all areas of work. Attend internal and external meetings, events, and training.
- To contribute to the general administrative running of Tinnitus UK.
- To practise and comply with all organisational policies and procedures.
- To represent and promote Tinnitus UK's organisational values.
- To be flexible and carry out other related duties as may arise in line with the responsibility and broad remit of the role.
- To support and promote diversity and equality of opportunity in the workplace.
- To show commitment to the values and ethos of supporting people with tinnitus.

Person Specification

[E] = essential [D] = desirable

Experience

- Relevant experience working in an information / helpline environment [E]
- Experience of providing advice, support, or information services to vulnerable people in different formats [E]
- Ability to communicate a wide range of information and emotional support to people in crisis situations and/or with complex needs [E]
- Working in a busy office environment [D]
- Supporting volunteers providing help and support [D]

Knowledge and Skills

- Clear and confident verbal and written communication skills including excellent telephone manner [E]
- Organisational skills and ability to plan, manage and prioritise a varied and complex workload [E]
- Knowledge of Microsoft Office [E]
- Commitment to anti-discriminatory practice and equal opportunities [E]
- Work flexibly in a fast-moving environment with multiple deadlines [E]
- An understanding of the importance of confidentiality, data protection, and information sharing [E]
- An understanding of the importance of Safeguarding [E]
- An understanding of the impact of tinnitus on individuals and their families [D]

Qualifications

- GCSE passes in English and Maths (grade A to C) or equivalent [E]

Personal Attributes

- A willingness to be flexible and adapt to changing needs [E]
- A desire to acquire a knowledge and understanding of tinnitus [E]
- Enthusiastic, confident, and optimistic about the possibility of managing tinnitus [E]
- Work independently and deliver tasks in a timely and accurate fashion [E]
- Compassionate, understanding, and empathetic [E]
- A willingness to travel across the UK for events including evenings and weekends and overnight stays [D]

Tinnitus UK Unit 5 Acorn Business Park, Woodseats Close, Sheffield S8 0TB

www.tinnitus.org.uk  TinnitusUKcharity  tinnitus-uk  uk_tinnitus  uk_tinnitus

Tinnitus UK are committed to promoting diversity and equality in all aspects of its work. We strive to be an inclusive employer and encourage applications from under-represented groups such as Black, Asian and Minority Ethnic backgrounds, people who are LGBT, have a disability, learning difficulties or a long-term condition, with caring responsibilities and from less advantaged socioeconomic backgrounds.