

Passionate, Creative, Equal, Empowering and Sustainable

Can you offer emotional support to people from a diverse range of backgrounds who have concerns about their mental health and well-being and / or are worried about someone they know? Can you offer individuals empathy and time in a safe and confidential environment to talk through their feelings and offer information and options that will enable them to better manage their well-being? Can you work in a non-judgemental capacity and remain calm in crisis situations? Can you operate the 'ring-out' service to customers? Are you conversant with a range of communication methods including, telephone, E-mail, Text, SMS and IMS services?

Deputy Manager - Helpline

Hours: To cover all shifts including evenings, weekends and nights. The times and durations of work hours will vary

Contract: Up until 31st March 2022 – The post may be extended beyond the end of March 2022 depending on funding.

Salary: £24,448.53 per annum – pro rata on an adh hoc basis.

Job Ref – A662

We offer a contributory pension scheme, group income protection, occupational sick pay, healthcare cash plan, up to 40 days annual leave and provide excellent training and learning opportunities.

Full information on how to apply can be found at www.brighter-futures.org.uk. Closing date for applications is 27th January 2022. Interviews to be confirmed.

Brighter Futures is an Equal Opportunities employer. The ability to speak a second language is desirable but not essential, including Punjabi, Urdu, Polish or other language common to Stoke-on-Trent. We also welcome applicants who are British Sign Language trained.

Providing effective solutions to complex needs

