Support Line Call Operator/Team Leader- Training Handbook

Introduction

Welcome to Arcus support Line Training. This training is an in-house training programme which is intended for the purpose of enabling all support line volunteers to conduct their role of support line call operator to the best of their ability. The training has been collected and organised so that you will get a thorough insight and practice into what is required to work on a support line. This training does not replace any formal or Academic training and it is for the sole purpose of Arcus volunteers. This handbook will have all processes and procedures when working on the Arcus support line. Therefore, you may keep this handbook for your reference. However, if you do have any issues please follow Arcus policies and if need be do not hesitate to approach guidance from any of the support line team leaders/training team/directors.

Requirements:

Prior to starting this training volunteers must have completed:

- induction checks.
- read and returned all of Arcus policies and procedures.
- completed or in the process of completion of Adult and children's safeguarding level 1.

You will be trained in using the voipfone software, managing and conducting calls before you can work on support line. Your training will include role play where your knowledge and skills are assessed with also a tick box/questionnaire assessment Pass/Fail 12+ (Team Leaders 17+ pass/fail) at the end of this handbook which will be done via the training portal. If you feel that at the end of this training that you have any skills gaps you should inform your Team Leader of this. During your time on support line your Team Leader will maintain a constant vigilance as to events, so they are always on hand if needed.

Reminder: When undergoing any training you are still bound by Arcus confidentiality policy and any breaches of this policy will be handled in line with Arcus supervision policy and may result in volunteers asked to leave the service.

Contents of Training covered:

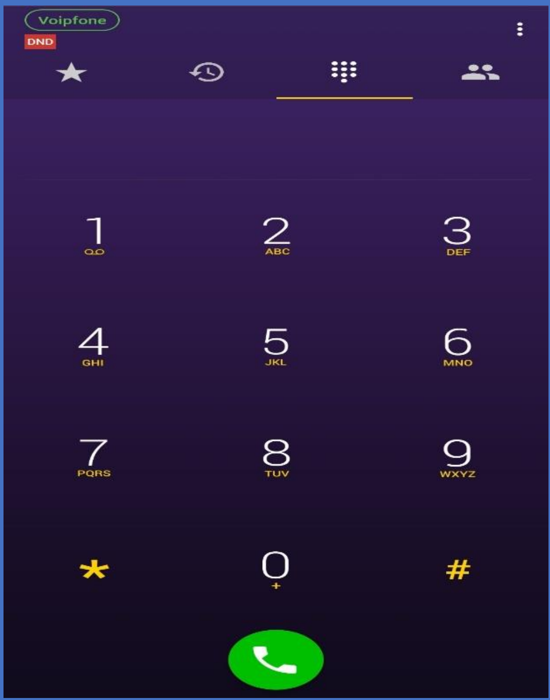
Voipfone Softphone

As Arcus is a remote working support line volunteers must download and install the Voipfone Softphone app from either the Google play store or the Apple app store to their mobile device.

Voipfone is the software which Arcus is currently using for our support line service. This in part is another separate practical lesson which you can access through contacting contact@arcuslgbt.com which will be conducted by a member of the training team via video conference. You will also need to make note of your extension number which will be issued to you prior to the practical training. This is a three-digit number which will be for any member of the support line staff to contact you on when you are on shift. Now for the moment outgoing calls require that all support line staff use their own mobile phone with 141 before dialling the client's number. Outgoing calls will not work on the voipfone.

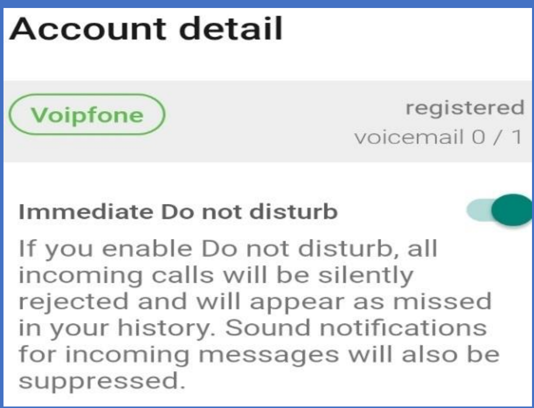
Logging on and off to Voipfone:

Picture1.1



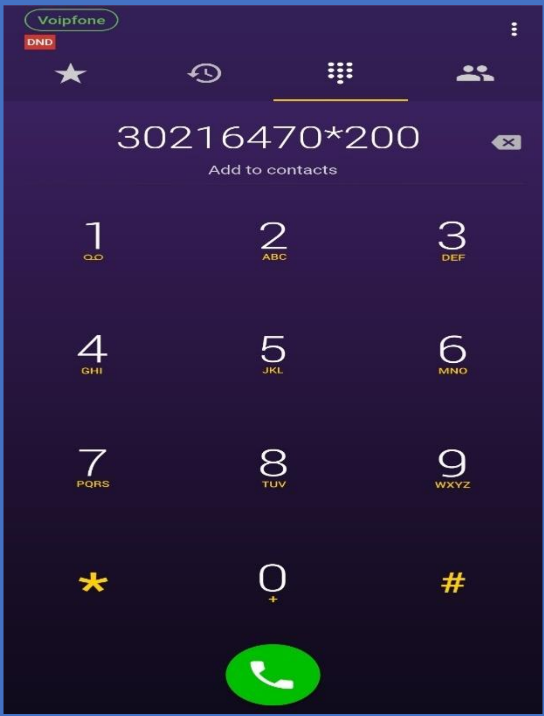
In the left-hand corner of the app, you will see a DND Symbol (do not disturb). When this is switched on you will not be able to make or receive calls. When the symbol is switched to off you can then make and receive calls through the app. To log on to the app for your shift you will need to press Voipfone icon. The statement in picture 1.2 will then appear on your screen where you can set it to on or off (remember off is logged on and on is logged off). When you are then logged on an icon will appear at the top of your phone and the red do not disturb symbol will disappear. To log off after your shift you then do the same process and put the do not disturb to on.

Picture1.2



Making an Internal Call:

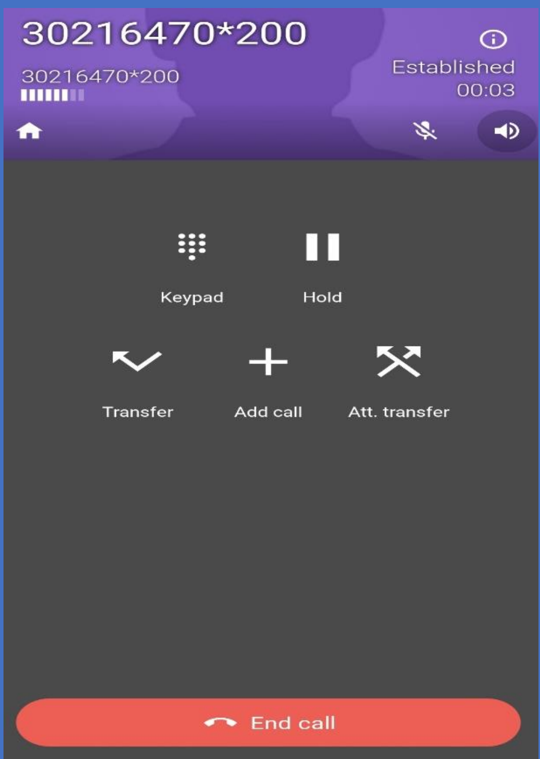
Picture 1.3

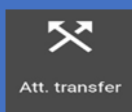


Picture1.3 to the left has a unique identifying number this is Arcus internal phone line system (please make a note of this number). To call another member of the support line you must place a * after this unique number then dial the person's extension number and press the call icon.

Transferring a Call:

Picture 1.4



There is two ways in which a call can be transferred. The first way to do this is to use the  icon. When on a call if you press this either the keypad or contacts will appear on your screen. You will then need to either select a contact from your contacts list or dial the recipient’s number. By doing this this way the caller will be immediately directed to the number that you have dialled. The second way which is preferred and more courteous is to use the attended transfer icon .

When transferring a call this way you will be able to speak to the recipient before transferring the caller. This is Arcus preferred method (unless in a serious emergency) as we can make the recipient aware of any important details before they talk to the caller.

What a Support Line is & the Purpose

A support line is instantly accessible which offers immediate support of what the person needs in the here and now. This can be a referral for counselling, a listening ear, or signposting to a more suited specialised service. The support line can also be a preventative service for personal crisis which is focused on callers needs in a non-directive way.

There are two purposes for the support line, incoming calls, and outgoing calls (call backs). Incoming calls will usually come from members of the public which can be a one-off call or by repeated callers. Although on occasions we may also be contacted by other services such as crisis team, police, safeguarding etc.

Outgoing calls (call backs) are the other purpose for the support line which are made up of people who have either been referred internally from counselling to replace counselling or to augment current counselling. Your Team Leader will direct you to what calls need to be made during the shift although this can also be seen on the team up calendar.

We may also have individuals who self-refer or have been referred from other external organisations to our support line who feel that they may benefit from call backs. This is done by our online referral form.

[If required] the clinical lead will also place a client on the call backs to 'hold' the client until counselling commences.

Support Line Skills

Empathy – This is a skill which sometimes can come naturally to people or can be learned through paying attention to what the caller is talking about through active listening. Empathy is being able to see and understand what is going on for the caller from the caller's perspective and it is equally important to make an accurate communication of the caller's perspective to the caller.

To empathise with someone's experience you must be willing to believe them as they see it and not how you imagine their experience to be.

To show empathy you should

- Acknowledge their pain.

- Show gratitude that they have shared their experience with you.
- Be interested.
- Be encouraging.
- Be supportive.
- Be non-judgemental.
- Believe what they are telling you and recognise their perspective as the truth.
- Try to acknowledge the caller's distress and anxiety as this validates their experience. For example, that sounds scary, there is no pressure on you to share more than you want to, you are in control of what you share with us.
- Do not try to fill silences. Sometimes the caller may need space to think.
- Use hmm, ok, go on to encourage the caller and to reassure them you are still listening.
- Use warm, calm tones in your voice.

Do not be distracted by your mobile or other things in your surroundings. The caller will sense if you are interested or if your attention is elsewhere.

Use reflection. This confirms to the caller that you have been listening to them.

Paraphrasing also shows the caller that you have heard what they have said and gives them an opportunity to explain in more detail if they feel they have been misheard. It is also useful to use paraphrasing if you want the caller to clarify any points you feel you do not understand.

You can ask the caller to repeat what they said if you did not hear or could not understand. It is better to ask them to repeat rather than have a misunderstanding.

It is ok to apologise if you make a mistake, you are human, your caller will understand. It is better to not make assumptions and to ask your caller for clarity but if you do mess up and make a mistake put your hands up and acknowledge it with an apology.

Remember boundaries and do not share your own experiences. Do not say you know it feels- you do not know how it feels FOR THEM. This is about their experience not yours and to validate their feelings not your own.

Open Questions - are a great way of exploring things with a caller, here are some examples you could use:

- How has this made you feel?
- Are you able to tell me more about this?
- How is this affecting you day–to–day?
- What thoughts are in your head now?
- What do you think is the hardest part of this?
- What would you want people to know?

- How are you finding ways to cope with this?
- What do you feel like doing?
- What is that like for you?
- If you look ahead, how do you see the future?
- What would be helpful for you to talk about now?
- How does that leave you feeling?
- What was your reaction to that?
- How do you feel about that now?
- What do you feel like doing?
- Can you share with me what happened?
- What is on your mind this evening?
- What help and support do you have around you?
- How do you think you could make changes to your life?
- How long have you been feeling this way?

Outbound Call Bookings:

Usually, the call will already be booked in for you ready to make; however, in some instances you will need to book or alter the call schedule – you do this by using the team up diary stream called support line call backs. When booking you enter the information as caller name, then phone number. Calls are booked into 30 minutes slots; however usually they are not expected to last more than about 20 minutes. Do not worry if you over run a few minutes or finish early this time is a guide.

You should liaise with your Team Leader by messaging them if your call is over running; this way they can allocate themselves to take a call.

Call back DNAs:

As we offer a call back service to clients it is important that this service is not misused and is utilised to high standard so we can offer our service users the highest possible care. Any missed call-backs should be communicated to your team leader who will forward the information at the end of the shift via the Team Leader Handover note. The policy is that 3 missed call-backs and the client will be discharged from the call back service. They can refer into the service if they wish to at any time either via a counsellor referral or self-referral. When discharging the caller, a voicemail letting them know will be sufficient.

Call Handling:

The general principles of call handling are similar for incoming and outgoing calls, however there are some small differences; they are outlined below.

REMEMBER – you are providing a support line service, you are listening, supporting befriending, referring, and signposting – you are not "treating" the caller's presentation or using counselling interventions. While you will use counselling skills as part of supporting the caller; the support line is not counselling and should not be approached as such.

	Incoming	Outgoing
Boundaries	Boundaries are detailed to the caller by a recorded message they hear before they are connected to an operator. You should inform them as part of the opening that calls are expected to last approximately 20 mins.	You should set boundaries at the beginning of the call by reminding the caller that everything is confidential within the organisation, and the limits to that vis-vis the triple harm threat protocol. You should inform them as part of the opening that calls are expected to last approximately 20 mins. If they are a regular caller you may want to gently remind them that this is not counselling, it is support, so that they are aware.
Opening	Introduce yourself, ensure you obtain all relevant demographic details.	Introduce yourself. You can take all relevant demographic details however as all outgoing calls are on file you can enter "see Case notes" here.
BEGINNING THE CALL		
● Thank you for calling the Arcus Support Line. You are through to ……. (your name) ● Can I take your first name please? ● Can I take your surname please? ● Can I now take your contact telephone number? ● Can you confirm the first line of your address please, and your postcode please? ● Can I ask you to confirm you are present and calling from the address you have given me? ● (if not also take address and postcode where call is made from) ● Thank you. We have about 30 minutes to chat. How can I support you at this time?		
During the call		

• Please give reminders during the call of time remaining, for example to count down you could use the following: • We have been talking for about 15 mins now... OR • We have about 15 minutes left to chat... • We have about 5 minutes left... • (it is important to give at least 1 reminder of time restriction so that the caller is prepared and feels in control of how the call is proceeding)
Referrals and Signposting
Always consider if they need to be referred or signposting to either our counselling service or another external service. Make use of the referrals database.

Winding down the call	
• In the last 5 minutes of the call, it is important to begin to wind the call down with a reminder that the call will be ending soon. **• It is helpful and positive to ask what their plans are for the rest of the evening, or how they plan to self-care after the call. Suggestions such as a nice bath or shower, relaxing by watching tv, reading, listening to music, or going for a nice walk are usually welcomed.**	
Ending the call	
Incoming	**Outgoing / Call backs**
• Thank you for calling the support line this evening. • You can call back any time if you need any further support or for a chat.	• Thank you for calling the support line this evening. • You can call back any time if you need any further support or for a chat. • YOU MUST CHECK – do they want their future planned calls to continue. • Record this and discuss it as part of debrief with Team Leader
After the call	
• Ensure you have submitted your record and taken any follow up referral action. **• Check in with your Team Leader for a mini debrief as needed.** **• Take a few minutes of head space before making your next call**	

NOTE:

If a caller is particularly distressed the call duration can be extended in exceptional cases but, if possible, must be held to approx. 20 to 30 mins so we can help as many people as possible and prevent long call queues. If this occurs, you need to message your Team Leader.

If a Team Leader is taking or making a call the same above is expected; however, for debrief and welfare elements they can use another Team Leader or Director.

NEVER IGNORE ANY RISK IF IN DOUBT ESCALATE IT TO 111/101/999

NEVER IGNORE ANY SAFEGUARDING – DO YOU NEED TO TAKE ANY ACTION?

On Shift DNA procedure

There will be at some points when you are on shift where the caller may either not answer or the call goes to the answer phone. Whilst on shift we if we are unable to contact the client due to the above the following procedure is to be followed depending on the situation.

1st Call / no answer – hang up, make the team leader aware in the WhatsApp group and try again in 5 minutes.

2nd try / no answer – Complete Support line record form inform Team Leader via the WhatsApp group.

1ST Call / answering machine – leave a message letting them know who you are, that they were booked in for a call back and let them know you will try again in 5 minutes. Then inform Team leader via WhatsApp group.

2nd Call / answering machine – again leave a message making them aware of Arcus support line opening times, complete support line record form and inform team leader via the WhatsApp group.

Support Line Operator Duties:

- Post in group that DND off and you are ready for shift and test call.
- Check safeguarding updates in WhatsApp group.
- Prebriefed with TL regarding call back designation.
- Operator who is coming on shift to test call with team leader (first shift) or current operator (2nd shift)
- Update group as call backs done and action needed (DNA- 2nd call in 15 or call completed)
- Complete support line record form.
- Communicate throughout shift any calls taken and if any action is needed.
- End of shift test call with next operator if 1st shift. 2nd shifts advise at finish time when free for debrief. If you on call, then message in group when call has finished so TL can do debrief before you log off.

Preparation Before the Shift Starts:

- Ensure that you are ready to go at your start time, it is good practice to prepare 5 to 10 minutes early by doing the following:
- Getting yourself settled in your workspace.
- Logging on to support line and volunteer portal.
- Logging in to TEAM UP calendar so you can see the details of bookings.
- Checking in with your Team Leader or the person on shift before you, by doing a quick test call on the voipfone.
- Ensuring that all equipment you are using is in good working order and charged.
- Have a notebook and pen ready in case you need to quickly jot down any important details.
- If you see one of your counselling clients on the schedule, you should notify your Team Leader of this – see below.
- In the same way that you will not be aware of what an incoming caller will bring; you will not necessarily know what is going to happen during the outgoing call.

Safeguarding

Arcus upholds the following six key principles that underpin safeguarding work:

- Empowerment
- Prevention
- Proportionality
- Protection
- Partnership
- Accountability

The Care Act 2014 sets out that adult safeguarding duties apply to any adult who:

- has care and support needs.
- is experiencing, or is at risk of, abuse and neglect.
- is unable to protect themselves from either the risk of, or the experience of abuse or neglect, because of those needs.

Making Safeguarding Personal - means a case should be person-led and outcome-focused. The individual should be involved in identifying how best to respond to their safeguarding situation by giving them more choice and control as well as improving quality of life, wellbeing, and safety.

What should I do if I am concerned?

- **Respond**
  Take emergency action if someone is at immediate risk of harm/in need of urgent medical attention. Dial 999 for emergency services.
- Get brief details about what has happened and what the adult would like done about it, but do not probe or investigate.
- Seek consent from the adult to act and report the concern. Consider whether the adult may lack capacity to make decisions about their own and other people's safety and wellbeing. If you decide to act against their wishes or without their consent, you must record your decision and the reasons for this.

Safeguarding Procedure:

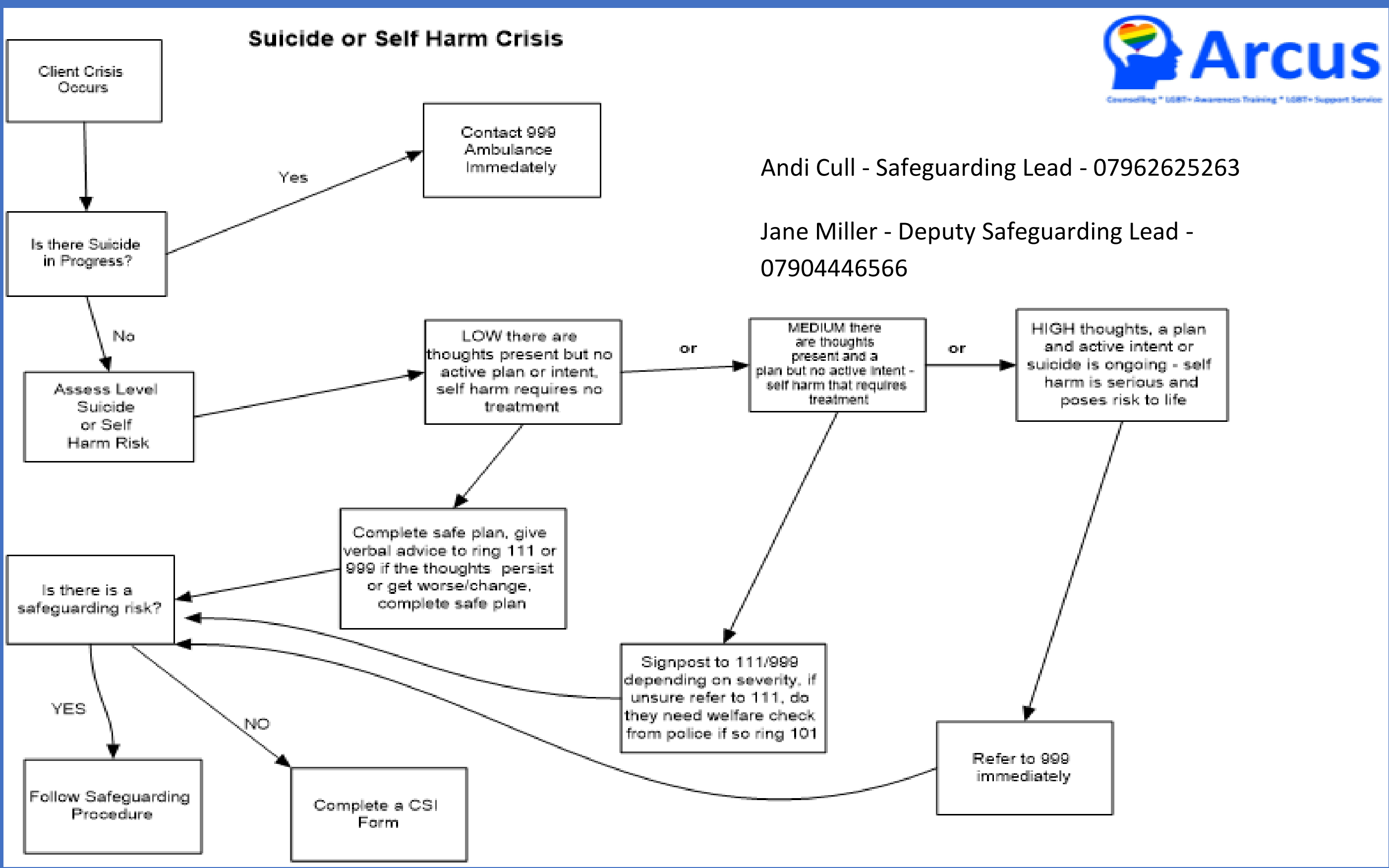
- You should report your concern initially verbally by contacting a member of the safeguarding team or team leader.
- Following your verbal report, you should submit a written report by using the Complaints Safeguarding and Incident Report Form.
- As well as the above you should make notes of all the relevant details in readiness for when the safeguarding team investigate the report.
- You should also be prepared to comply with any reasonable instructions of the safeguarding team during the internal documentation and investigation process.
- You should ensure that you keep records about safeguarding concerns confidential and in a location where the alleged abuser will not have access to the record. Access should not be given to any unauthorised personal for accessing confidential information including the sharing of passwords.
- On receipt of a report verbally and/or in writing the safeguarding team member should assess whether a referral needs to be made to the safeguarding board and take any immediate action that is required to keep the at-risk person safe. As an example, this could include contacting the police or making an immediate referral to the safeguarding board.
- The concern should be logged on the CSI database by the member of the team who has taken the reported concern.
- The same member of the team is to commence an investigation using the internal investigation form.
- Once the internal investigation is complete the safeguarding team member should make sure that all related materials, correspondence, notes, and forms are stored in the appropriate location on our database.

- Team Leaders are to offer support and direct the support line call operator in following the procedure with a thorough debrief after the concern.

End of Shift Debrief

Debriefs are a mandatory requirement for all support line volunteers, they provide a space for volunteers to bring and discuss difficult client material. This also reduces the risk of empathic fatigue /burnout and breaches of confidentiality. It is essential when working on the support line for team leaders to make sure that debriefs are consistent and done after the support line operators have completed their shifts. At the end of your shift, if the team leader is on a call it is important that you wait for a debrief. Please also write in the group chat that you are ready for a debrief. NOTE: Debriefs do not have to be only at the end of shift. If you have had a particularly difficult call do not hesitate to contact the team leader for a on shift debrief.

Emergency Flow Chart (This chart should be followed in all instances of risk)



Referrals & Signposting

Referrals and signposting are essential for support line working, so it is important that you make yourself aware of the different organisations to direct clients in need to the correct services. A list of different organizations can be found on our website at https://arcuslgbt.com/referrals-signposting/ if there is a need to signpost.

This is the procedure for referring clients on to further services, either ours or those from an external source.

Wherever possible, once a need has been established clients should be referred to ensure we give them the best possible care and treatment. We have a duty of care to do this so that we can get the best possible help for our service users.

- First you need to decide on the needs of the client.
- Locate referrals Database on volunteer's portal https://arcuslgbt.com/volportal/. If the referral is internal, i.e. to our counselling service, then complete a referral form for client here https://arcuslgbt.com/counselling/ Please note that referrals are available for anyone who use our service.
- Once you have completed the referral, document it in either case notes, helpline record form or whatever medium you are using to record the interaction.

You can access the referral form here: https://arcuslgbt.com/referral-form/ . You will have a chance to practice this when you are doing your practical assessments with one of the training team.

Support Line Record Form and Note taking

There is only one form for recording Support line work. This is located on the support line portal. Details of how to log in to this and complete the form are below. However, you also need to be aware of client crisis and emergency procedures, so please ensure that you have a copy of these to hand should you need to refer to them.

Note taking procedure:

● Navigate to the Support Line Portal

● Log in using the password provided to you

● Complete the form as you run through the call. If the caller wishes to remain anonymous

and does not want to give details, explain to them this is OK, but we may be limited as to what Support we can give them in this instance should that be the case. Encourage them to give their details but do not force this; if caller is anonymous, please put &quote; anon in the name and other fields.

● In the notes box, you do not need to record a verbatim record of the call; use the tick boxes to capture the summary of the call, the notes box is just for anything else that is not included with the options. The call is recorded so there is a record of it in any case.

● Once you have completed the form you click submit and this is then emailed off automatically to be filed.

● You will then see a confirmation message stating that it has been sent, once you have seen this, you can reload the web page ready for your next caller.

● It is best that you complete the form as you go, this will not only Support you focus on the details you need to capture but also means you will not end up with a back log of information to enter.

What you write on the notes is especially important. If it happened, it needs to be recorded. If it is not recorded it did not happen! You need to make sure that you include all relevant details but steer away from opinion and speculation. Please remember that the client can request to see copies of their records; and this may leave you open to criticism and possible legal action if they take offence to something you have written. It is good practice to stay away from supposition and speculation.

Remember the acronym D.E.R.P

- D- Discussed.
- E- Explored.
- R- Review
- P- Planned.

Below is an example of a support line record form you can access this on the support line portal here https://arcuslgbt.com/sl-record-form/

SUPPORT LINE CALL RECORDING FORM – COMPLETE WHILE ON THE PHONE WITH THE CALLER: You must work through and complete each question, otherwise you will not be able to submit. If a section is not applicable, indicate it as such.

CALL HANDLER NAME (required)

Joe Bloggs / Test

Clients First Name (required)

Anonymous

Clients Last Name (required)

Anonymous

If you are making an outgoing call, please insert here **client already open to services** otherwise complete in full.

Clients Phone Number (required)

077777777777 / Client already open to services

Check client is resident at the address listed on the call schedule is this the case

- [x] Yes
- [ ] No – enter current location below

Clients First Line of Address (required)

10 Downing Street / Client already open to services

Clients Post Code (required)

LAN 1DN / Client already open to services

This call was (required)

- (•) Incoming – the client called us
- ( ) Outgoing – we called the client

If the call was outgoing – did they answer? (required)

- ( ) Yes
- ( ) No NB you will need to put N/A for some other options lower on form
- (•) Not applicable

Does the client require a counselling referral to us? EXPLICITLY ASK THIS DO NOT MAKE ASSUMPTIONS (required)

- ( ) Yes – put their email in box below
- (•) No / They are already in counselling service / N/A

Email if client is going to counselling

ANONYMOUS@EMAIL.COM / Client already open to services

Do they require further support line follow up calls? EXPLICITLY ASK THIS DO NOT MAKE ASSUMPTIONS (required)

- (•) Yes – please agree these with the client and inform TL
- ( ) No – support line call backs not required – N/A

CHECK FOR SUICIDE AND SELF HARM – ask the client if they are currently feeling suicidal or that they may hurt themselves (required)

- ( ) ZERO RISK – they have no thoughts or plans of self harm or suicide
- (•) LOW RISK – they have current or transient thoughts of suicide or self harm but not plan or intent
- ( ) MEDIUM RISK – they have thoughts of self harm or suicide and there is a plan
- ( ) HIGH RISK – they have thoughts of suicide or life threatening self harm, a plan and they have active intent
- ( ) Client did not answer or call ended unexpectedly – could not assess risk

Details of any suicide or self harm risk, include here preventative measures you have undertaken, such as transfer to 111 or 999, or verbal advice, safe plan, etc If not applicable, enter not applicable. If not assessed put N/A (required)

Verbal advice given to caller to contact 999 if thoughts persist / safe plan co

NOTES – use this section to outline a brief summary of the call (required)

DISCUSSED - an argument with there partner and was in some distress. EXPLORED - Feelings surrounding the argument and had current thoughts of suicide "I m thinking what it would be like to end my own life". REVIEWED - Caller reviewed the full situation and mentioned that they might of over reacted. PLANNED - Caller planned on getting a cup of tea and getting some rest and making up with their partner tomorrow. Caller is already open to services and asked if they could have a call back tomorrow night at 7.30pm - Team Leader has been in informe

SUBMIT

Important: Always ask the caller if:

- They would like a counselling referral. DO NOT ASSUME they are already in counselling or on the waiting list.
- Ask if they would like further call backs. DO NOT ASSUME they are already booked in for call backs.
- Always specifically ask if the caller if they are currently feeling suicidal or thoughts that they may hurt themselves.

Please also document all the above into the notes section of the support line record form and notify the team leader so that they can book the caller in for any call backs or to direct you in any risk concerns.

ASSESSMENT: To complete this part of the training you must now go to the Training Portal and complete the SUPPORT LINE OPERATOR ASSESSMENT.

Team Leaders Section

Team Leaders are required to complete a separate tick box/questionnaire assessment to pass this training. Once this has been passed and completed you will then shadow a current team leader on shift for a minimum of 2 shifts before you have completed the training and go live.

Team leader support line duties

- Check rota before duty for call backs.
- check safeguarding updates in WhatsApp group.
- Check in support line group you are on and ready for duty with your extension number.
- Call and speak with operator for test call and to designate who is doing what call backs at what time.
- Communicate in group during shift when calls done or if DNA and need to call back.
- Ask staff to give each other a test call when logging on.
- Pre brief staff coming on for shift again designating call backs and times (for 2nd part of shift ensure line is covered while you debrief the staff member logging off)
- End of shift- debrief. If operator still on call, ensure the call is finished and you have done a debrief before advising the operator to log off.
- Update the handover form at the end of shift.

- File all the support line records into the support line records file on google drive (see guidance further in training)

Preparation Before the Shift Starts:

Team Leaders – you should also be prepared using the same process as the operators.

You should also:

- Prepare your operator by making sure that you check in with them sufficiently prior to their shift.
- You should make sure that they are still ok with going online and to make them aware of what is in the diary; this will help them prepare for their shift.
- Check for any caller preferences in the calendar and plan accordingly.
- You should double check that the shift is not over subscribed.
- The diary works on 30-minute slots so there should only be a maximum of two calls booked in for the hour. You can re arrange any calls as clients are only given guided times, however, check the notes for any time preferences in the calendar.
- However, the suggested guide time for a call is approximately 20 minutes, so within each hour block you complete a call, and the operator completes a call.
- This also allows for an additional 20-minute buffer for debrief, trouble shooting, and for a head space break between calls for both volunteers.
- If the shift is oversubscribed, you should reschedule accordingly by moving the sessions around.
- When callers are booked in, they are told that they will not receive a call at a set time, we only issue guide times to allow for this.
- During your pre shift check in you will agree with the operator who is making what calls, when doing this consider the following:
- Both you and the operator cannot be on the phone at the same time as this would mean that we cannot take incoming calls
- You should ensure that both you and your operator take a suitable break between calls.
- If an operator sees their own client on the schedule you and they should negotiate whether they feel it is appropriate for them to make the call.

Important

Always reiterate during the pre-brief to follow the support line record form as the operators are running through the call and in the notes to refer to the following:

- Safeguarding Concerns / Any level of risk.
- If it were a call back to check if they still need or would like to carry on with their calls and make a note of when and to inform you.
- If they require a referral to counselling.

End of Shift Debrief

Debriefs are a requirement for all support line volunteers, they provide a space for volunteers to bring and discuss difficult client material reducing empathic fatigue or burnout. It is essential when working on the support line for team leaders to make sure that debriefs are consistent and done after the support line operators have completed their shifts. This can be done informally however team leaders should always check the following and prepare for the debrief.

This can be done by:

- Checking all client notes as and when they come through to your email.
- making note of any safeguarding issues, difficult client material, DNAs, or other problematic issues.

If you see any of these issues in the notes make sure your support line operator has chance to discuss them in the debrief.

Team leaders also require a debrief this can be done in the form of working together with the support line operator or by contacting a member of the management team for any more difficult issues.

Team Leader Handover Notes:

The handover form at the end of your shift is to update management team with any important information-

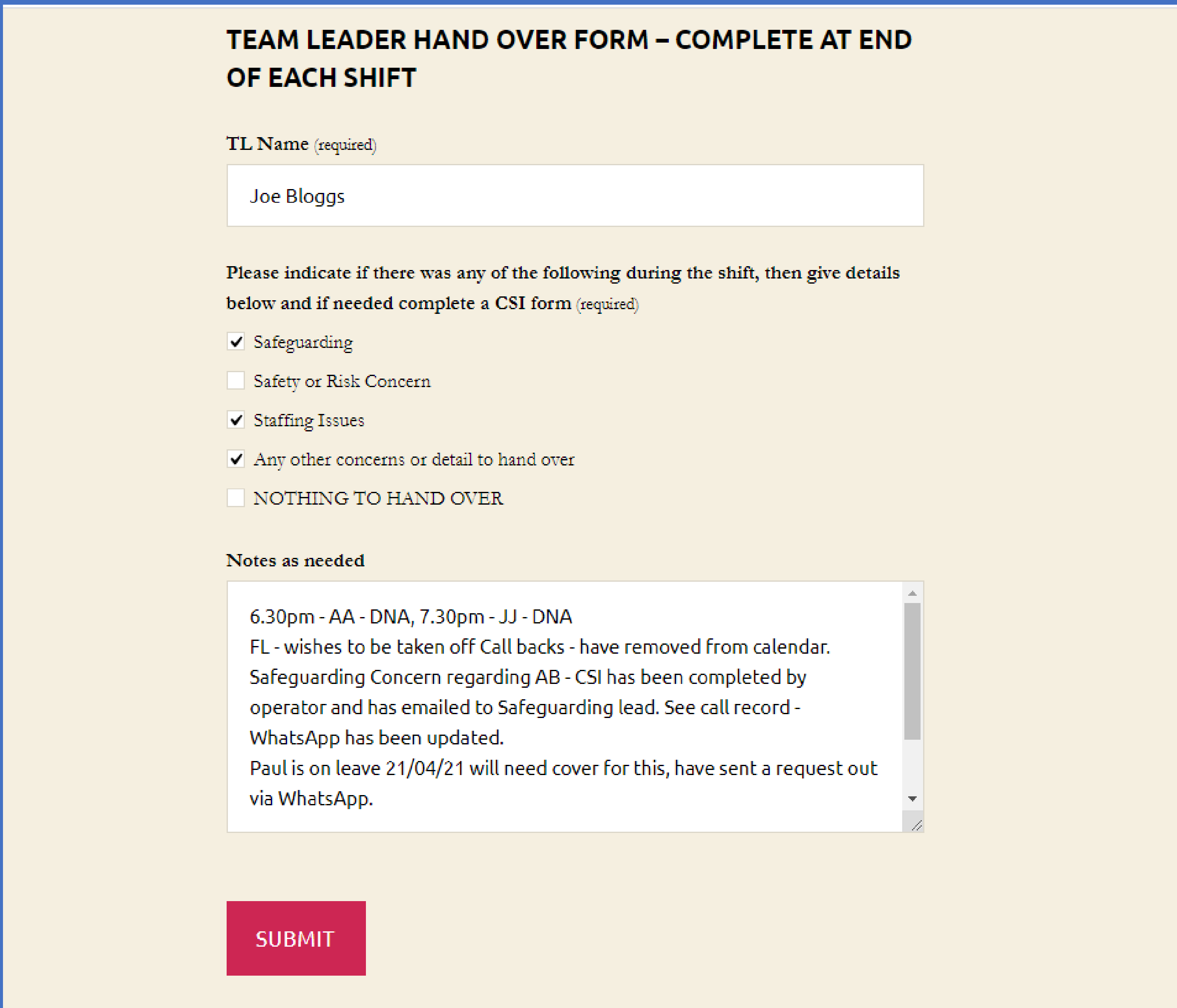
- Missed Call-backs (Did Not Answers)

- Safeguarding issues or any incident that needs to be communicated.
- Any shift changes with volunteers

Please use it for that and that alone. It is not a requirement to update how the shift has gone or with minor issues as important information could be lost among trivial details.

If there is nothing of importance to handover then please tick the 'nothing to handover' box and submit blank. You can find this form here https://arcuslgbt.com/helpline-portal/?contact-form-hash=2a0b702a0fd1a5e0893c796711ad5017de231064

Example:



TEAM LEADER HAND OVER FORM – COMPLETE AT END OF EACH SHIFT

TL Name (required)

Joe Bloggs

Please indicate if there was any of the following during the shift, then give details below and if needed complete a CSI form (required)

- [x] Safeguarding
- [ ] Safety or Risk Concern
- [x] Staffing Issues
- [x] Any other concerns or detail to hand over
- [ ] NOTHING TO HAND OVER

Notes as needed

6.30pm - AA - DNA, 7.30pm - JJ - DNA
FL - wishes to be taken off Call backs - have removed from calendar.
Safeguarding Concern regarding AB - CSI has been completed by operator and has emailed to Safeguarding lead. See call record - WhatsApp has been updated.
Paul is on leave 21/04/21 will need cover for this, have sent a request out via WhatsApp.

SUBMIT

Checking Support Line Record Calls

Team Leaders will have access to the support line records via email. When a support line record form has been submitted you will receive an automatic email to your work inbox. This will be documented into the support line database.

You will need to read and check that all the information is correct and if there are any mistakes to advise the operator in amending the form and re submit.

Team up Calendar

The team up calendar is used by both operators and team leaders, however only team leaders have access to create/edit/delete any events on the calendar. It is especially important that you can do this as you may need to do this during your shift. These could be shift changes/swaps between operators or team leaders, removing a client who no longer requires call backs, changes to the days/times in which call backs are required and editing client information. Note: Any changes to the calendar needs to be communicated in the end of shift report form and the *any other concerns to hand over* check box to be selected.

The team up calendar is available from the support line portal here: https://arcuslgbt.com/volportal/

There are 4 items that can be selected to input in the calendar you will see this on the left-hand side of the screen. They are: Operator 1, Operator 2, Team Leader, and SL Call backs. They all have a distinctive colour to each one.

Client Details to input on the calendar:

- Clients Name
- Preferred pronouns
- Client preferences
- Telephone Number
- Postcode
- First line of address

A practical training session will be booked for you before you gain access to the change the calendar via zoom.

ASSESSMENT:

To complete this part of the training you must now go to the Training Portal and complete the SUPPORT LINE TEAM LEADER ASSESSMENT.