

Mutual Expectations:

Sessional Work for Social Action in ProMo-Cymru

Outlined below is information that sets out some details of what we expect from you, and what you can expect from us. This should help inform your decision to proceed with applying to become a sessional worker with us. This is a self - employed role.

Our main helpline service is Meic: <https://www.meiccymru.org/>

We also deliver adult advocacy gateway helplines:

<https://gata.cymru/>

<http://bridgendvoiceandchoice.cymru/>

<http://cvag.cymru/>

What we need / expect from you:

- Submit your CV – detailing your employment, and learning and development history, and include two references (one professional, one personal), and forward to Human Resources (HR)
- Submit a personal statement explaining why you wish to work for Social Action and what you have to offer to our beneficiaries, as well as our Helpline Adviser Advocate team, and forward to HR (For reference, see Role Description and Specification on our website)
- Have an up to date DBS check (no more than 1 year old) in place, and forward copy to HR (a new application may be required depending on timing when recruited as sessional worker)
- Have a suitable home working environment, and access to the necessary IT equipment ie: laptop, desktop etc. landline, and access to reliable broadband, a quiet space to be able to receive and deal with contacts in privacy - this will also be subject to a home working self assessment, and a completed technical audit
- Be able to engage in induction training (while operating under Covid-19 restrictions and regulations this is likely to be principally online via Zoom, or similar)
- Be able to engage in learning and development opportunities offered by Meic / ProMo-Cymru, so you can

deliver all our helpline services; starting with and focusing on Meic

- Be able to engage with support and supervision
- You will need to be registered with HMRC as self employed and be able to provide a unique tax reference ('UTR') code as evidence of compliance with HMRC legislation – this is not a requirement at time of application, and PC will provide further information, as needed...

What you can expect from ProMo-Cymru:

- Induction training as required, including, but not exclusive to: helpline skills, coaching / intervention skills, call handling / database and record keeping skills, safeguarding, suicide / self harm, advocacy, children's rights – approximately 20 hours in total, subject to current skills and experience
- Access to / funding for additional training as required, and to be completed within agreed timeframe, including but not exclusive to: safeguarding, suicide / self harm, advocacy, children's rights
- Support and supervision
- Opportunities to engage with learning and development sessions such as practice exchange, group supervision, in house training
- Opportunities to work whole or part shifts, any time between 8am and midnight, any day of the week, including weekends, which you will get notified of via "When I Work" which you will be signed into
- We cannot guarantee set hours
- We may cancel the allocation of work, in the event of unforeseen / unplanned circumstances, in which case you will not be paid – we will try to ensure this is done with as much notice as possible
- Meic / Social Action email address and all necessary log in / mapping in details and set up
- Payment of: £13.52 per hour worked, and agreed travel expenses.
- Invoices to be submitted electronically on the last day of each month worked, accompanied by corresponding timesheet(s). Invoices to be sent to the Practice Lead, for authorisation with payment to be made within 14 days of authorisation

Contact details:

HR: pat@promo.cymru

Head of Social Action: steph@promo.cymru

Operations Lead: nic@promo.cymru

Website details:

<https://www.promo.cymru/>

