



Job Title: HUGG TELEPHONE SUPPORTER

Posts Available: Part time – 15 hours worked over 3 days. Initial 1-year contract.

Salary: €13,512

Closing Date: 15th August 2025

Email CV and cover letter to recruit@hugg.ie

Base: Work remotely from home

Employer: HUGG – Healing Untold Grief Groups CLG

Purpose of Post

HUGG is committed to the development and delivery of suicide postvention supports such as compassionate listening, peer support groups and other support activities, for any adult who has been bereaved or affected by suicide across Ireland. All of our HUGG groups and HUGG activities are led by trained volunteers with a lived experience of suicide bereavement.

This goal is in line with the National Office for Suicide Prevention's (NOSP) national strategy to reduce suicide in Ireland as identified in *Connecting for Life 2021-2026 i.e.* 'To provide support to those bereaved by suicide.

This person will have a hands-on approach and the capacity to work unsupervised and make decisions.

Provide **initial telephone support to those contacting HUGG** looking for suicide bereavement support.

Provide **courtesy calls to current** HUGG group attendees.

Offer **signposting and resources** to those bereaved or those supporting the bereaved.

- The post holder will be responsible for telephoning suicide bereaved individuals who have contacted HUGG looking for support.
- They will provide information on HUGG's services and allocate people to a HUGG support group and/or signpost the person to other bereavement support services if required.
- They will provide support calls to current HUGG group attendees as when required.
- They will contribute towards the continued development of HUGG's support services for adults bereaved by suicide in Ireland.
- Work under the direction of the HUGG Groups Manager/Telephone Support Lead.

ELIGIBILITY CRITERIA AND QUALIFICATIONS

Essential:

The successful candidate must demonstrate:

- A commitment to suicide bereavement support informed by a lived experience of suicide.

Desirable:

- Experience of active involvement in the voluntary or charity sector.
- Qualification in counselling or active listening skills
- SafeTALK or ASIST training.
- Grief, bereavement or suicide prevention training
- Experience of telephone support and/or a peer support environment.

Other Requirements

- Two appropriate references (past employer, community or voluntary organisation, educator).
- Willingness to train in specific programmes as relevant to the post.

SKILLS, COMPETENCIES AND/OR KNOWLEDGE

Relevant knowledge

- A understanding of suicide and grief education.
- An understanding of the role of suicide bereavement support.

Skills

- Ability to work cooperatively as part of a team
- Capacity to work on own initiative and seek support as required
- Good working knowledge of IT including the use of Microsoft packages
- Experience of a CRM system e.g. Salesforce (desirable)
- Good working knowledge of a smart phone
- Excellent attention to detail

Communication and Interpersonal skills

- Confident communicator and active listener
- Empathic, compassionate and caring
- Awareness of own personal boundaries and importance of selfcare.
- The ability to interact professional manner with other staff and key stakeholders.

Principal Duties and Responsibilities

- To respond to all enquiries from people who contact HUGG offering initial telephone support and assigning them to a HUGG group and/or signposting to additional support services.
- Liaising with external organisations for both inward and outward referrals.
- Informing HUGG Groups staff and HUGG Group Facilitators of new group member allocation.
- Monitor HUGG group attendance numbers to ensure HUGG groups maintain an intimate environment.
- To recognise geographical areas that may require a HUGG support group.
- To participate in a weekly online staff meeting.
- To maintain, monitor and store relevant information on enquirers in line with current Data Protection legislation in a CRM system, in a timely and professional manner.
- To provide feedback and information on all HUGG enquiries and outcomes as required.
- To engage in training relevant to the Telephone Support role
- To maintain and update signposting resources
- To work in accordance with all policy, procedures and guidelines of HUGG.
- To participate in and provide input into Suicide Bereavement networks and initiatives as an Expert by Experience, on occasion and as agreed.
- Be willing to represent HUGG at events and presentations, on occasion and as agreed
- Support the empowerment of the suicide bereaved and family members/supporters through their participation in HUGG's support activities

The above Job Description is not intended to be a comprehensive list of all duties involved and consequently, the post holder may be required to perform other duties as appropriate to the post which may be assigned from time to time and to contribute to the development of the post while in office.

Competition specific selection process

Short listing will be carried out on the basis of information supplied in your curriculum vitae and letter of application at the closing date. The criteria for short listing is based on the requirements of the post as outlined in the eligibility criteria and skills, competencies and knowledge section of this job specification.