



Job Description



JOB TITLE:	Sleep Support Line Supervisor
HOURS	26 hours, Monday to Thursday, 9.30am to 4pm
REPORTS TO:	Sleep Services Manager
RESPONSIBLE FOR:	Job Titles <ul style="list-style-type: none">• Direct:<ul style="list-style-type: none">○ Tier 1 Sleep Advisors
MAIN PURPOSE OF JOB:	<ul style="list-style-type: none">• Provide advice, guidance, and support for the parents and guardians of children and young people with sleep problems• Supervise the tier 1 level of the telephone and on-line support service• Provide support to tier 2 level of the telephone and on-line support service
MAIN DUTIES:	<p>1 Service Delivery</p> <ul style="list-style-type: none">• Provide support and supervision to the tier 1 Sleep Advisors• Ensure adequate staffing levels are maintained, taking calls when required;• Ensure incoming calls are answered promptly;• Ensure information given out is appropriate and accurate;• Send out follow up information, as required;• Refer complex cases to tier 2 sleep counsellors• Ensure Helpline statistics are collated and monitored;• Co-ordinate evaluation of the services, responding to any requests for follow up, as required;• Coordinate marketing activity to ensure the level of calls remain within a manageable range• Organise quarterly team meetings for the whole support line team. <p>2 Reporting to funders</p> <ul style="list-style-type: none">○ To support the Sleep Services Manager reporting to funders on our progress in meeting agreed objectives○ To develop, collate and analyse statistical information and trends regarding the demand for the face to face service in funded areas and provide this information as required to Sleep Scotland Headquarters○ To log statistical information regarding the demand for support via the Sleep Support Line and provide this information for reporting to funders
OTHER DUTIES:	To carry out other duties as required responding to organisational priorities which may require attendance out with normal working hours.