



ROLE: Sleep Support Line Supervisor

CRITERIA	ESSENTIAL	DESIRABLE
Qualifications Required	<ul style="list-style-type: none"> • None 	Completion of a Sleep Scotland Sleep Counselling, Sleep Awareness, or Sound Sleep training course
Skills/ Competencies	<ul style="list-style-type: none"> • Excellent telephone skills • Excellent communication skills • Excellent people skills • Excellent IT Skills including the Microsoft Office suite 	<ul style="list-style-type: none"> • None
Knowledge	<ul style="list-style-type: none"> • Interest in sleep and willing to attend training to further develop knowledge and skills 	<ul style="list-style-type: none"> • Knowledge of the physiology and psychology of sleep
Previous Experience	<ul style="list-style-type: none"> • Experience of supporting individuals/families, preferably via telephone • Experience of providing supervision 	<ul style="list-style-type: none"> • Experience of working for a service providing advice/support by telephone and online
Special Attributes	<ul style="list-style-type: none"> • Commitment to the mission and aims of the organisation • Commitment to the Values of the organisation • Attention to detail 	<ul style="list-style-type: none"> • Commitment to ethos of the voluntary sector
Personal Qualities	<ul style="list-style-type: none"> • Enthusiastic and outgoing • Strong interpersonal skills/people person • Able to work flexibly • Able to maintain a professional attitude at all times and operate within confidentiality guidelines 	
Requires to be mobile/Driving Licence Required:		<ul style="list-style-type: none"> • No
Disclosure Required:	<ul style="list-style-type: none"> • YES – PVG 	