



Helpline Manager

- Awesome operational role
- Join an organisation that makes a difference
- People and process orientated role

This role is critical to the successful operation of our 24/7 parenting Helpline.

Parent Help has been providing the Helpline service since 1989 focusing on early intervention. The Parent Helpline gives families across Aotearoa/New Zealand easy access to the support they need to raise their children in a positive environment free from abuse and neglect.

The Helpline Manager is responsible for overseeing the delivery of a fully resourced and high calibre national parenting helpline accessible to parents and family/whanau throughout Aotearoa and to provide support to volunteer and office-based Telephone Support Workers

You will love a role that throws up a different challenge every day. You will work with good quality processes and systems whilst always having an eye on process improvement.

You will bring a strong work ethic, sense of humour and plenty of energy to this role to ensure the organisation continues to grow and builds on its success to date.

Experience in the not for profit sector an advantage.

This is a permanent, full-time position. Work hours are between 9am-5pm with some flexibility required for occasional evening or weekend work.

For more information please contact the executive director Dale on 027 577 6040 or submit your CV at dale@parenthelp.org.nz

Closing date: 21st February 2020.