



## **Helpline Officer – Philippine Based Bahasa Speaker**

Are you looking for interesting home-based consultancy work?

If you are:

1. Able to speak and write in Bahasa Indonesia and English fluently.
2. Based in the Philippines.
3. Able to work within a shift system that includes morning, afternoon, evening and night which rolls through weekdays, weekends and public holidays.
4. Happy to help others.
5. A good team player.
6. Familiar with Microsoft Office, Salesforce and social media.

Other possible advantages would be if you have a background in the maritime industry, have worked in a helpline or in an environment providing emotional support to others.

If you have most of the above, then you may be the one we are looking for...

We are the **International Seafarers and Welfare Assistance Network (ISWAN)** an international charity based in the United Kingdom helping seafarers and their families around the world via 24-hour helplines which operate every day. We have helpline team members based in the Philippines, India, UK and other parts of the world. We need a new team member to provide cover for up to 40 hours per week on a one-year consultancy contract subject to possible renewal.

The work is to communicate with our helplines service users - seafarers and their family members and provide help when required. Our service users contact us from anywhere in the world by telephone, email, web chat, Facebook and WhatsApp.

The work will be home-based, and the successful applicant will be provided with a computer, phone and other equipment. Experience is not necessary as full training will be provided but knowledge or previous employment in any of the areas mentioned above would be an advantage.

The remuneration is PHP 36,000 per month, accompanied by additional allowances for 40 hours per week. The closing date for applications is the 20 April 2026.

### **How to apply**

Please email your CV with a covering letter to Suki Roop at [jobs@iswan.org.uk](mailto:jobs@iswan.org.uk) Your CV should be no more than 2 sides of A4 and your covering letter should be no more than 1 side of A4.



## ISWAN Job Description

<b>Title of post:</b>	Helpline Officer
<b>Reports to:</b>	Helplines Operations Manager
<b>Location:</b>	Remote working
<b>Date:</b>	April 2026

### Role purpose

To provide a high-quality helpline service to seafarers and their families through multiple communication channels offering practical and emotional support as required.

To provide advanced emotional support via a specialised support service for seafarers and their families who have been identified as requiring it.

### Principal accountabilities

#### Helpline Service:

- Respond to all calls across multiple helpline channels
- Accurately record case details, actions and data in Salesforce case handling system
- Provide empathetic, non-judgemental emotional support to seafarers and their families as required
- Undertake translations of documents as required
- Be proactive and flexible in case handling to provide effective support and gain the best possible outcomes for seafarers and/or their families
- Ensure the provision of excellent customer service
- Participate in a rota that includes morning, afternoon, evening and night shifts 365 days per year
- Comply with all ISWAN policies and procedures, e.g. data protection, safeguarding, health and safety etc.
- Work as part of a close-knit team
- Identify human-interest cases for publicity purposes
- Contribute to ISWAN meetings
- Positively promote the work of ISWAN and the helplines that it operates
- Attend relevant conferences and events to network and increase the visibility and prominence of ISWAN
- Perform any other additional duties and responsibilities as may be required



### Specialised Support Service

- Develop rapport with service users, and establish rules about the timing and duration of their support
- Work with service users to understand their presenting issues and develop clear and well-defined goals for present-focused coping for each session
- Work with service users to strengthen, practice, and apply their coping skills in their daily lives
- Provide structured listening support around a set issue(s)
- Provide helpful information, including links to vetted websites or third-party service providers, to read and inform service users on where to get further information which might help
- Make decisions on suitability of new referrals, adhering to the service's protocols and as needed, signposts service users to other organisations, services or groups who may be best placed to support (as needed)
- Regularly review progress through discussion in session, peer discussion, clinical supervision and/or other agreed review mechanisms
- Uphold confidentiality standards, and plan and organise records and data in line with relevant data protection legislation

### Person specification

<b>Technical skills, knowledge and experience</b>
<b>Essential:</b>
Ability to communicate effectively with contacts via multiple channels (Phone, WhatsApp, LiveChat, email, SMS, Facebook, etc.)
Ability to manage casework, maintain effective records and see cases through to conclusion
Effective listening skills, empathetic and non-judgemental approach
Ability to provide short-term, goal-oriented and supportive care via phone, virtual communication channels and/or other communication options
Ability to identify and manage own priorities and conflicting schedule demands
Ability to communicate with a diverse audience
Ability to work effectively with people from different cultural backgrounds and age groups
Willingness to learn and commitment to personal development
Good knowledge of social media channels and their audiences
Ability to participate in a 365-day, 24 hour rota
Commitment to the principles of customer service
IT skills, including Microsoft Word, Excel, internet, websites, social media and email
<b>Qualifications, education and training</b>
<b>Essential:</b>
Excellent oral and written communication in English and another language



Recognised counselling qualification and/or counselling skills training
<b>Desirable:</b>
Experience of using Salesforce or other CRM databases
Previous counselling experience
Previous call centre experience
Experience of working with seafarers
Experience with digital and telephone delivery of counselling support
<b>Personal Characteristics</b>
<b>Essential:</b>
Able to recognise, respond and adapt appropriately to changes
An understanding of, and belief in diversity, equity and inclusion
Effective communication skills including written, verbal, and listening
Enthusiastic with a 'can do' attitude
Ability to positively challenge people
Innovative thinker and able to proactively identify opportunities
Able to interpret complex situations/problems and identify solutions which meet organisational needs
Good self-management skills/ability to work independently
Understanding of, and empathy towards, the work of ISWAN, and ability to uphold ISWAN's values