



## Talkline Lead - role profile

**Role title:** Talkline Lead (freelance)

**Location:** Virtual / Remote

**Time commitment:** 3.75 hours a week, flexible working hours.

**Salary:** £30 per hour

**Overseen by:** Executive Director

## About Abortion Talk's Talkline

Abortion Talk is a small charity with a mission to destigmatise abortions, one conversation at a time.

We launched our pro-choice and pro-life Talkline in 2021. We've grown steadily since then and the line is now open four evenings a week from 7-10pm and operates by phone and webchat. The Talkline offers callers one-to-one support and space to talk about their abortion experiences, as well as information on relevant services to help callers find further information. The Talkline is for anyone with abortion experiences. This includes health professionals, those who have had or are thinking about an abortion, and those who have supported loved ones with their abortion decisions.

We're looking for a freelance contractor to join us as our Talkline Lead. In this role, you will be a vital member of the Abortion Talk team. You'll look after all aspects of the Talkline service, making sure that our callers have the best possible experience, our volunteers are happy and motivated, and that we continually learn and improve. You'll work closely with our Executive director, Talkline trainer, and Talkline rota-coordinator. We have budgeted for this role for 12 months initially.

## What the role involves

- Manage, support, nurture and develop the team of Talkline volunteers (approximately 30 at the moment)
- Coordinate our annual cohort of recruitment and training of new volunteers
- In partnership with the rota coordinator, make sure that all shifts are covered and any changes in Talkline availability are communicated to the public



- In partnership with the talkline trainer, develop and maintain our Talkline resources and learning materials
- Analyse call data and feedback and make recommendations for improvements
- Develop, implement and maintain Talkline policies and procedures
- Build and grow relationships with organisations who signpost people to Talkline
- Lead on data protection and safeguarding for the Talkline, making sure all data is handled appropriately and incidents are escalated, in line with Abortion Talk's policies and procedures.

This is a new role which has been created as demand for our service is growing and we need to make sure our activities are robustly delivered. It will suit someone who enjoys having autonomy over how they work, and would like to play a part in shaping our future. There's loads of flexibility as to when and how the work gets completed, and the potential for the role to develop further over time.

## **Person Specification and Role Requirements**

### **Essential**

- Strong personal commitment to Abortion Talk's mission, vision, and values.
- Strong personal commitment to intersectional and gender-inclusive practices.
- Previous experience of leading a support service or helpline.
- Previous experience of supervising and working collaboratively with volunteers
- A working knowledge of safeguarding and data protection in relation to helplines
- Excellent listening, communication, and interpersonal skills.
- Strong coordination and organisation skills.
- Confident using an internet connected computer, including email, google drive, telephone call apps, Google sheets
- Ability to work independently and proactively engage colleagues when needed
- Have access to a secure computer and secure broadband internet connection.
- Willingness to follow our training, guidance, manuals, and policies.
- To give reasonable notice of non-availability.
- Must be pro-choice on abortion.

### **Desirable**

- Previous experience of working in an abortion service or charity



## How to Apply

To apply to be our Talkline Lead, please send the following documents to [info@abortiontalk.com](mailto:info@abortiontalk.com) :

- Your CV
  - Contact details for two professional references
  - Your answers to the following 2 questions in a cover email or attached cover letter:
1. Why are you interested in becoming Talkline Lead for Abortion Talk and how does this fit with your personal or professional development?
  2. Drawing on your skills and experiences, and with reference to the Person Specification and Role Description, what makes you suitable for this role?

**Closing date for applications is 9am on Tuesday 30 September 2025**