

University of Manchester Q-Step Summer project 2018:

Ref: #07 UoMQStep Respect Patterns and Trends of use in Helplines

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Organisation name: Respect

Team/Department: Helplines

Address: 4th Floor – Development House, 56-62 Leonard St, London EC2A 4LT

Provisional title for project: Patterns and trends of use in the helplines

Abstract:

We have two helplines – Men's Advice Line and Respect Phoneline. We keep records for calls, emails and webchats. Analysing this data can offer useful findings for the improvement of our service.

Data sources: Salesforce data base, local resources.

Key words: Domestic violence, helplines

Essential and desirable skills:

Essential: Use of excel, data base use, good interpersonal skills.

Desirable: Knowledge of Salesforce database

Where the work will be carried out:

Mainly in our offices in Shoreditch, London, but the student can also work from home.

Preferred selection method: Phone interview

Support and training offered by the organisation:

First week of induction to the work of our organization, its staff and our resources.

Supporting information: Please visit our websites - www.respect.uk.net ; www.mensadviceline.org.uk; www.respectphoneline.org.uk .