



## Job Description Childline Facilitator

Job Title	Childline Facilitator
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Reporting to	Childline Supervisor
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This post is a child centred position. All practice starts and finishes with the needs of the child. Practice is evaluated with reference to the outcome for the child.

### Job Details

- To support the Childline service in all its operational and strategic aims.
- To provide a listening service to children and young people that is non-judgmental and non-problem centred in focus.
- To ensure that all children are treated with respect and dignity
- To provide a listening service that is assessable to children.
- To prevent child abuse and to protect children through empowerment.
- To act at all times in accordance with ISPCC policy guidelines and to take immediate appropriate action if a child is at risk.
- To ensure maximum accessibility to the Childline service for all children by answering calls and online contacts in a timely and efficient manner.
- To ensure that all administration systems are maintained and good record keeping practices are in place.
- To provide a service to children and young people that they can use in whatever capacity they feel is appropriate.
- To be flexible by carrying out duties as requested by the society such as administration tasks or duties that involve, the support and development of volunteers.
- To be involved where possible in the Society's campaigning, lobbying, training and research, public education and fundraising initiatives.

### Personal Specifications

#### Qualifications

#### Essential:

- Minimum of a Diploma in Psychology, Social Studies or related field or working towards a qualification



Experience:

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Essential:

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- Candidates should have 1 years direct experience with children

Knowledge:

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Essential:

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- Candidates should have knowledge of Children's Rights
- Candidates should have a knowledge of Child development

Desirable:

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- A knowledge of Active Listening skills
- Knowledge of Child Protection procedures and legislation
- Good Working Knowledge of Child Centred Practise
- Telephone and on-line experience

Ability and Attributes:

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Essential:

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- Candidates should have excellent communication skills.
- Candidates must be child-centred with an ability to remain focused on the needs of the children.
- Candidates must exhibit a strong commitment to children's rights.
- Candidates must be self-motivated and have the ability to work on own initiative as well as work as part of a team.
- Candidates must be flexible and have the ability to change to be available or willing to work unsociable hours as required.