



Job Description Childline Facilitator

Job Title	Childline Facilitator
Reporting to	Childline Supervisor

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.

This role is to provide relief work for the Childline service.

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 ISPCCC 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.

Experience:

Essential:



- Candidates should have 1 years direct experience with children

Knowledge:

Essential:

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

Desirable:

- 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:

Essential:

- 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.