



Job Description for Role of

Childline Digital Support Coordinator

Location	Ideally Dublin based. Working remotely from home during COVID. A blended approach office / remote post COVID.
Reporting to	To the Parenting Lead role and then to the Director of Services
Hours	Full time 39 hours per week
Contract:	12 month fixed term contract with the possibility of extension subject to funding

Core Purpose of the Role

The board of the ISPCC Childline has recently approved a new, innovative strategy that seeks to ensure that every child in Ireland can access our support where and when they need it. The ethos of our support is based on building resilience delivered along the Childline platform of branding. This significant change programme will future proof our charity by ensuring we remain relevant to our key audience which are the 1.2m children and young people under the age of 18. Critical to the achievement of this vision is the creation of new roles within the organisation identified as current gaps in our skills and experience without which the new vision will not be achieved.

The following Job Description is not intended to be a comprehensive list of all duties involved and consequently, the role may be required to perform other duties as appropriate to this role and which may be assigned from time to time.

Key Focus Areas / Projects

1. Supporting the SilverCloud programme and “Ask Pat” offer, working with colleagues to promote the service, liaising with school staff and other stakeholders.
2. Building and maintaining good, effective working relationships across the sector.
3. Holding an assigned caseload of young people and parents/carers at any one time.
4. Updating on all referrals in terms of engagement and progress on a regular basis
5. Taking a pro-active approach to ensuring safeguarding concerns are raised and responded to appropriately as per the ISPCC Child Safeguarding policy.
6. Ensuring that all records are kept confidential in line with ISPCC Childline procedures.
7. Working with other professionals to ensure therapeutic input is appropriate to the needs of the client group, and that all therapeutic services follow the evidence base.
8. As we are all one team in ISPCC this role is required to support on call duties as part of the Childline Therapeutic Support Service (CTSS) team providing general support such as on call duties and being rostered for support line duties.



9. Communicating with all key stakeholders such as parents/families, key personnel in schools (teaching staff with wellbeing and mental health responsibilities) as well as internally in ISPCC Childline.
10. Actively seek out and build strong relationships with the Internal ISPCC Childline team's - working cross functionally and building our strengths in cross functional working to achieve our overall ambitions and objectives.
11. Any other duties as required by the evolving nature of the project

Personal Specifications

- Strong relationship building skills who can easily build relationships in schools, with parents and all stakeholders internally and externally
- Strong listening and coaching skills
- Possesses a high acumen in problem-solving skills
- Strong decision-making abilities
- Has the ability to think, act and perform strategically

Qualifications: Essential

- Recognised Degree /Level 8 qualification in Psychology, Social Work, Education or other related field

Qualifications - Desirable:

- Cognitive Behavioural Therapy (CBT) qualification / experience
- Postgraduate qualification in a relevant area
- Evidence of continuous learning (CPD)

Experience:

- A minimum of three years' experience, of working directly with children and/or young people and/or families.
- A detailed understanding of community, statutory and voluntary sectors. Experience working with young people through prevention and early intervention towards building resilience, social support and self-regulation of behaviour and emotions.
- Experience and exposure of navigating within HSE Tusla care systems
- Experience of working with children and parents in a Therapeutic setting

Desirable

- Experience of video content development and writing

Ability:

Candidates must be able to demonstrate

- An ability to inspire, engage and influence young people to complete the programme
- A child-centred with an ability to remain focused on the needs of children and young people.
- A strong commitment to children's rights.
- Must be capable of working on own initiative and as part of a team.
- Excellent communication skills.
- The ability to plan and implement individual programme plans for children and young people.
- Have the ability to undertake parenting work on an individual basis.
- Be effective at time management and prioritising skills with the ability to oversee a number of projects at any given time.
- Be self-motivated and have the ability to work on their own initiative as well as work as part of a team.
- Be flexible and be available and willing to work unsociable hours as routinely required.

Digital skills:

- Candidates must possess strong digital acumen and have an ability to develop and maintain high levels of digital client files/records.
- Experience of presenting and delivery of sessions virtually and strong ability to demonstrate online engagement

General:

- Candidates must possess a full, clean driver's license and own vehicle.
- Candidates must have full eligibility to work in Ireland