



## Job Description ChildLine Regional Supervisor, Limerick

Job Title	ChildLine Regional Supervisor Limerick
Reporting to	National Childline Manager

Childline is a 24 hour active listening service for all young people up to and including the age of 18. We provide a confidential, non directive listening service across the medium of phone, text and online chat. We operate Irelands Missing Children's Hotline, The Crisis line and Teenline as part of our remit.

### Job Details:

- The supervisor will be responsible for the development of the regional Childline unit in their area.
- To provide a service that responds to children that is non-judgmental and non – problem centered in focus.
- To ensure that volunteers and staff are recruited and trained to meet the demands placed on the service and in line with service contracts. This includes local networking and promotion of the Childline service. Maintain all administration in line with recruitment practices and GDPR.
- To be responsible for the supervision and management of volunteers and staff within their area, ensuring that the service is of high quality and is child-centered in its practice with children. This includes hosting team meetings and contributing to the organisation of our annual Volunteer Conference
- To ensure that on going training is implemented in line with the professional development of volunteers.
- To model “best practice” for volunteers within the service and ensure the regions quality standard.
- To act at all times within ISPCC policy and practice guidelines and to take immediate appropriate action if a child is at risk.
- To complete outreaches in schools, youth clubs etc. developing awareness of the Childline service (virtually in current conditions)
- To ensure that accurate and efficient records are maintained to include staff and volunteer rosters.

- To report out to the National Childline Manager on regional progress weekly and monthly
- To work with the team on the production of articles for the support pages on [www.childline.ie](http://www.childline.ie)
- To engage in any other duties requested by the Society. This includes involvement in the Society's campaigning and lobbying, training and research, public education and fundraising initiatives
- To attend national Childline meetings and Regional team meetings. These meetings currently take place online but will resume in a face to face capacity when it is safe to do so.
- Complete on call duties and work in line with ISPCC Safeguarding policy and procedures.
- Participate actively in fundraising events run by the society and in particular the volunteer fundraising events
- To actively participate in all Society campaigns

## Person Specification

---

### Qualifications

---

#### Essential

---

- Candidates should possess a third level graduate qualification in one of the following fields: -
- Psychology, Child Psychology, Psychotherapy, Counselling or related Social Science fields.

#### Desirable:

---

- Post –graduate qualification in one of the above listed fields
- Good IT skills & knowledge of Web Counselling

#### Experience

---

## Essential

---

- Candidates should have a minimum of two years experience of working with children
- Experience of management and supervision of staff and/or volunteers

## Desirable: -

---

- Experience of recruitment
- Experience of working with volunteers
- Adult training and/or facilitation in a face to face and online context
- Experience of on line communication with children & young people

## Knowledge

---

### Essential

---

- Candidates must be able to demonstrate a Theoretical and practical knowledge of: child development, developmental psychology and related assessment and intervention processes.
- Knowledge of web based service provision

### Desirable:

---

- Candidates should be able to demonstrate a working knowledge of children's legislation with regard to child protection and children's rights.

## Ability and Attributes

---

### Essential:

---

- Candidates should possess excellent communication skills.
- Candidates should possess excellent presentation 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 effective at time management with the ability to oversee a number of projects at any given time.
- 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 occasionally required.

#### **Desirable:**

---

- Candidates should have a sound knowledge and understanding of research and methods of evaluation and have the ability to apply these to their work place setting.

#### **General:**

---

- Candidates must possess a full, clean driver's license and be willing to drive as part of the role.