Job title: Overnight ChildLine Regional Supervisor, Dublin

### Salary: €34,264.32 (€17,570.74 gross PRO RATA) plus night shift allowance

Hours: 20 per week (overnight shift pattern, Mon – Sun)

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 providing support to the overnight staff call facilitator team.
* To support staff in our ethos of providing a service that responds to children that is non-judgmental and non – problem centered in focus.
* To ensure staff are recruited and trained to meet the demands placed on the service and in line with service contracts. Maintain all administration in line with GDPR.
* To be responsible for the supervision of 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 facilitating peer to peer support sessions.
* To work with staff on training needs on a group and individual basis and ensure that on going training is implemented in line with the professional development of staff.
* To model “best practice” for staff within the service and ensure the regions quality standard.
* To always act 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 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
* 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 to include practice support, guidance and coaching.
* Experience of working in an environment of best practice and working on models to support practice standards.
* Adult training and/or facilitation in a face to face and online context
* Experience of active listening skills and resilience models of support

Desirable:

* Experience of recruitment
* Experience of online 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
* 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 and be confident in delivering key messages.
* Candidates should have excellent presentation skills.
* Candidates need to create a supportive environment for the team that promotes learning and development
* 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.
* Candidates must be willing to work overnights to support team members

Desirable:

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

General

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