



**Job Specification: Childline Community Engagement Manager –Children’s Lead**

**Contract:** Maternity Cover (6 months to 1 year duration)

**Working Week:** Full time (39 hours per week)

**Reporting Line:** Director of Services

**Salary:** €44,743.81 (gross per annum)

**Holidays:** full time pro rata holidays = 25 days per annum (with additional on-call pro rata)

**Location:** Working remotely from home. (when restrictions ease, the post holder will be required to be mobile and accessible to stakeholders internally and externally including the ISPCC Childline headquarters on Baggot Street, Dublin 2.)

**Purpose of the role:**

Building from our 2023 Strategy to equip children live their best lives, design, develop and implement a key community engagement programme that is fit for purpose and reflects today’s challenges for our children, teachers, adults and parents incorporating resilience and online safety.

The community engagement programme is a key enabler of our strategy 2023. The post holder will work alongside the ISPCCs Community Engagement Manager – Parenting Lead, ensure that the ISPCC is reaching out to various communities in Ireland including Parents/caregivers, children and young people, teachers and youth leaders.

**Key duties of this role will include:**

- Project Lead for delivery of ‘Smart Moves’ programme. The Community Engagement Manager will coordinate and deliver the Pilot Phase in line with timelines. The main tasks will include supporting 20 primary schools to engage in Phase 1, ensuring the evaluation protocol & GDPR is adhered to, collaborate with corporate fundraising team regarding funding opportunities and maintaining programme content and resources on ISPCC.ie. Building and maintaining good, effective working relationships with schools, clubs and external agencies will be a crucial element of the role. During Phase 1 of this project the Project lead will also need to register 100 schools for our second phase and to convert Smart Moves video content from the Eikon charity for the Irish Market.

- Project Lead for ISPCC Shield Anti Bullying Programme. The main tasks will include supporting schools to utilise our digital 'Self Evaluation Tool' and evaluate the effectiveness and impact of this. Ensuring GDPR has been adhered to and develop up-to-date, engaging and useful content for schools and clubs on the issue of bullying for ISPCC.ie
- Project lead for a new ISPCC resilience programme, wherein Schools can measure how well they are supporting their student's resilience, in line with best practice and most current research.
- Support the development and growth of the Ask Pat Service.
- Engage and collaborate with external agencies as appropriate to ensure the ISPCC has an industry best practice approach in our community engagement offering.
- Work closely with Community Engagement Manager – Parenting Lead, on various projects including roll out of local and national webinars for a variety of stakeholders, provide extra training and support to CTSS team, production of content for various hubs on ISPCC.ie and regular update of the ISPCCs intranet.
- Influencing key stakeholders to ensure support, content and inputs required are delivered to meet various project milestones.
- Anticipating issues before they arise and working through roadblocks and issues as they towards a successful conclusion.
- Asking for help as required for stakeholders in a timely manner.
- Perform risk management to minimize project risks and track project performance.
- Complete on call duties and work in line with ISPCC Safeguarding policy and procedures.

#### **Communication:**

- Highlight and share feedback, lessons learnt and developments in Community Engagement to the attention of Director of Services & SLT, in a timely manner (early anticipation of issues, roadblocks, concerns and support required)
- Report to Director of Services and ensure detailed reports of progress against KPIs to SLT.
- Attendance and participation in regular Manager's meetings.

#### **Research based:**

- Complete research on the evidence base around resilience-based programmes internationally to ascertain the key learnings from research.
- Examine the transferability of any evidenced based programmes to the Irish context
- Link with academic partners to gain insights into the area of online safety and developing resilience in a school / club /community setting.

### **Partnership Management:**

- Ensuring that the funding partner is kept up to date on progress being made
- Encouraging and motivating colleagues in ISPCC Childline to engage with the project, share our strategic purpose in developing this key community engagement programme and in so doing continue to further the aims of ISPCC Childline.

### **Additional:**

- Childline On Call Duty
- Where appropriate, to contribute to other Society projects. Any other duties requested of her/him by the Society, this will include involvement in the Society's campaigning and lobbying, training and research, public education and fundraising.

### **Key Skills & Qualifications:**

- A third level (level 8) qualification in social sciences or related field.
- A minimum of two 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 in Project management
- Understanding of child development, Resilience theory and approaches to develop resilience on an individual and group basis
- Technology awareness and level of comfort with both technology development and operations
- Candidates should have a sound knowledge and understanding of GDPR, research and methods of evaluation and can apply these to their areas of responsibility.

### **Key Attributes:**

- Highly motivated self-starter. Candidates must be self-motivated and can work on own initiative as well as work as part of a team.
- Excellent stakeholder management
- Technology aware, with experience of roll-out and delivery of projects
- Ability to manage multiple demands and prioritise effectively
- Flexibility to adapt to changing priorities within the organisation
- Excellent client facing and internal communication skills.
- Solid organizational skills including attention to detail and multitasking skills.

- Candidates must be effective at time management with the ability to oversee a number of projects at any given time.
- The ability to motivate and engage colleagues in delivery of community engagement programme.
- Strong attention to detail
- Excellent verbal, written and presentation skills
- Effective budget management

**Key Relationships/Contacts:**

- ISPCC: CEO, Director of Services, Head of Communications and Marketing, Director of Finance and Corporate Services, and team colleagues, most especially Community Engagement Manager – Parenting Lead.