

**Job Specification**

**Job Title: Childline Therapeutic Support Worker**

# Working Week: 27.5 hours per week

# Contract type: 1 year FTC to be reviewed

**The Service**

The Childline Therapeutic Support Service provides a comprehensive, mobile one to one support service (including out of hours access) to children aged 0 - 18 who may be experiencing emotional and behavioural difficulties, with a focus on trauma informed care and practice. Each child referred to the service receives an individual assessment of need upon which a detailed intervention programme is developed. All practice is based on meeting the needs of the child and is evaluated with reference to the outcomes for the child.

**Overall Aims and Objectives:**

* To provide a mobile support service to children aged 0-18 years which will include face to face, and web-based counselling initiatives (E Support).
* To provide a support service to children who do not have access to other support options
* To identify and link children and young people experiencing emotional and or behavioural difficulties or presenting with welfare concerns into targeted individual therapeutic work provided face to face or online.
* To provide these children and young people with the necessary supports to promote psychological resilience and psychological wellbeing, regardless of social and emotional background.
* To educate, develop coping skills, improve relationships and promote positive behaviours and self-regulation.
1. To support a child to address their behavioural or emotional difficulties.
2. To provide a service that empowers children and acknowledges their rights as citizens.
3. To support parents/carers in meeting their child’s needs.

**Job Details**

1. To work with individual children, aged up to 18 years.
* To supervise and support a group of volunteers/mentors where mentoring is active.
* To be active in consulting children and encouraging their participation at all levels within society and within the ISPCC Children’s Advisory Committees.
1. To organise and deliver outreaches /workshops/ training sessions where appropriate.
2. To actively participate in all campaigns and events run by the society.
* To actively engage in ISPCC Childline research projects.
* To maintain accurate and efficient records of work carried out with families.
* To evaluate the quality and effectiveness of work carried out with families.
* To be involved in community networking including CYPSC and CYPSC subgroup meetings and statutory meetings where required.
* To attend, when requested, team meetings, case conferences, Meitheals, and other service

Meetings.

To work with colleagues to support the deliver of the ISPCC Childline Strategy.

* To be available to engage in other activities as requested by the Society.

**Personal Specifications**

**Essential: Candidates should have the following;**

**Qualification:**

* A third level (level 8) qualification in social sciences or related field.

**Experience:**

* 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.

**Knowledge:**

* Candidates must be able to demonstrate a theoretical and practical knowledge of the following: Child development, child assessment, individual programme planning, child intervention processes, and evaluating client work.
* Candidates must also have demonstrated therapeutic techniques and a working knowledge of children’s legislation with regard to child protection, welfare and children’s rights.

**Ability and Attributes:**

* Candidates must be child-centred with an ability to remain focused on the needs of children and young people.
* Candidates must exhibit a strong commitment to children’s rights.
* Candidates must be capable of working on own initiative and as part of a team.
* Candidates must have the ability to provide volunteer supervision and appraisals.
* Candidates must possess excellent communication skills.
* Candidates must have the ability to plan and implement individual programme plans for children and young people.
* Candidates must have the ability to undertake parenting work on an individual basis.
* 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 their own initiative as well as work as part of a team.
* Candidates must be flexible and be available and willing to work unsociable hours as routinely required.
* Candidates must be I.T. literate and have an ability to maintain computerised client files/records.

**Desirable:**

* Experience of working therapeutically with children and young people online.
* Experience of providing presentations on a small or large group setting
* Experience of team building and volunteer development.

**General:**

* Candidates must possess a full, clean driver’s license and own vehicle.