



Childline Unit Manager, Drogheda

Contract Type: 2 Year Fixed Term

Reporting Line: National Childline Listening Coordinator

Base: Drogheda

Core office days: Thursday/Friday and Saturday

Days off: Sunday & Monday

Our Core Purpose

ISPCC is for children. We are here to build a nation of resilient children. Our vision is that every child has the skills to cope with life's ups and downs. In pursuing this, our mission is that every child who wants to connect with us, can, when and how they want to.

Core Purpose of the role:

The Board of ISPCC Childline has approved a new, innovative, strategy that seeks to ensure that every child in Ireland can access our support where and when they need it. Our support services are branded as 'Childline' and have an ethos based on building resilience. This is a significant ambitious programme, underpinned by digital transformation and fundraising growth that will futureproof our charity by ensuring we remain relevant to our key audience – the 1.2m children and young people under the age of 18 in Ireland.

Across the country our team of Childline Regional Supervisors mobilise and develop our wonderful Childline volunteers. Based in **Drogheda office** this role presents an exciting opportunity for a highly motivated, people centric individual to join the team at the ISPCC Childline.

The following job description is not intended to be a comprehensive list of all duties involved in the role. Consequently, the successful candidate may, on occasion, be required to perform other duties as appropriate to the post.

Role Specification

People Management and Practice Support

- This exciting role is responsible for the supervision and management of volunteers within their area, ensuring that the service is of high quality and is child-centered in its practice with children.
- To enable excellence in practice supervision Our Childline Unit Manager will be in person in our **Drogheda Childline Unit** when our volunteer shift is in operation

- To 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 are recruited and trained to meet the demands placed on the service and in line with service contracts.
- To ensure that ongoing training is provided at least 4 times a year with volunteers and that the professional development of volunteers is facilitated by the agency.
- **To model “best practice”** for volunteers within the service and ensure the regions quality standard.
- To be accountable for the units that have been developed ensuring that service contracts are achieved.
- 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.
- To ensure that accurate and efficient records are maintained to include employees and volunteer rosters.
- To engage in any other duties requested by ISPCC. This includes involvement in the Organisation’s campaigning and lobbying, training and research, public education and fundraising initiatives.
- To attend national Childline meetings and Regional team meetings
- Complete on call and support line duties and work in line with ISPCC Safeguarding policy and procedures.
- Participate actively in fundraising events run by the organisation and in particular the volunteer fundraising events.
- To actively participate in all the organisations campaigns

Essential Requirements:

- Candidates should possess a minimum degree (level 8) qualification in Social work, psychology, mental health nursing, occupational therapy, social care, psychotherapy, or counselling from a recognised third level institution.
- Good IT skills & knowledge of Web Counselling (full training will be provided)
- Is eligible for membership of an applicable recognised professional body in Ireland

Desirable:

- Training and qualifications in CBT programmes OR
- hold or be working towards a Master's degree and / or a PhD/Doctorate in the field of psychology, mental health nursing, occupational therapy, social work, social care, psychotherapy or counselling.

Knowledge & Skills:

- Experience of Leadership and engaging employees and/or volunteers
- Experience of recruitment
- Experience in a mental health setting
- Candidates must be able to demonstrate a Theoretical and practical knowledge of: child development, developmental psychology and related assessment and intervention processes.
- Knowledge of online service provision
- Candidates should be able to demonstrate a working knowledge of children's legislation with regard to child protection and children's rights.

Desirable

- Candidates should have a minimum of two years' experience of working with young people
- Experience of online communication with children & young people
- Experience of working with volunteers
- Minimum one years' experience in managing people

Person Specification

- Superior organisational and planning abilities
- Excellent time-management with the ability to oversee a number of projects at any given time
- Strong listening and coaching skills and can instil in others

- Adapt to change and demonstrate flexibility in approach
- Sound Decision-making abilities, backed up with data and evidence
- Excellence in people leadership and management skills
- Excellent communication & Presentation skills.
- Problem-solving skills and proven ability to prioritise tasks.
- Ability to motivate, lead and coach a team of people through changes
- Self-motivator, flexible, innovative and enthusiastic
- 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 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.
- Candidates must possess a full, clean driver's license and be willing to drive as part of the role.

Applications to recruitment@ispcc.ie