



Job Specification

Job Title: Childline Therapeutic Support Worker, Dublin

Working Week: 4.5 days (flexible on chosen days)

Contract Length: Fixed Term, Subject to Funding

Location: Dublin (Dun Laoghaire Head Office- Hybrid Working)

About Us

ISPCC are proud to be recognised as a **Best Place to Work 2025** by the **Sunday Times Ireland**. We are committed to creating a fantastic workplace culture and environment for our employees to empower them to create better, happier, safer childhoods for the children of Ireland.

The Service

The Childline Therapeutic Support Service provides a comprehensive, mobile one-to-one support service for children aged 8 – 18 who may have adverse or traumatic experiences in their lives, with a focus on trauma informed care and practice. Each child referred to the service receives an individual strengths-based assessment, upon which a bespoke intervention programme is developed. All practice is based on empowering the child to reach their goals and is evaluated with reference to the outcomes for the child.

Overall Aims and Objectives:

- To provide a mobile support service to children aged 8–18 years, which will include face-to-face, and web-based therapeutic support (E-Support).
- 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 children and young people with the necessary supports to promote psychological resilience and wellbeing.
- To educate, develop coping skills, improve relationships and promote positive behaviours and self-regulation.
- To support a child experiencing behavioural or emotional difficulties.
- To provide a service that empowers children and acknowledges their rights as citizens.
- To support parents/carers in meeting their child's needs.

Job Details

- To work with individual children, aged 8 up to 18 years.
- To facilitate groupworks with young people and parents.
- To be active in consulting children and encouraging their participation at all levels within society and within the ISPCC Children's Advisory Committees.
- To organise and deliver outreaches /workshops/ training sessions where appropriate.
- 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 CFSN, 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 delivery 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.

Applications to Recruitment@ispcc.ie by 30th September 2025.