



## **Job Specification**

**Job Title:** Childline Therapeutic Support Worker

**Working Week:** 5 days

**Contract type:** 1 year FTC, subject to funding

**Location:** Limerick

## **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 CTSW:**

- 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.
- To support a child to address their 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 up to 18 years.
- To facilitate groupworks with parents and young people.
- To be active in consulting children and encouraging their participation at all levels within the organisation.
- To organise and deliver outreaches /workshops/ training sessions where appropriate.
- To actively participate in all campaigns and events run by ISPCC.
- 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 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:**

- Candidates should possess a minimum degree (level 8) qualification in Social work, psychology, occupational therapy, social care, psychotherapy, or counselling from a recognised third level institution.

### **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.
- Knowledge of working with families in congregated settings would be helpful.

### **Ability and Attributes:**

- Candidates must be child-centered with an ability to remain focused on the needs of children and young people.
- Candidates must be able to build relationships with parents, particularly those parenting in congregated settings.
- 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.

