



# CARI National Helpline Team Leader recruitment pack

The following Information provides details on the position of National Helpline Team Leader with The CARI Foundation and the attributes that are sought in a successful candidate.

It comprises the Job Advertisement, Role of the Helpline Department, Application process, Job Description and Main Duties, the Person Specification and required competencies, the Terms and Conditions for the position and the screening and interview process.

## Children at Risk Ireland (CARI)

CARI was set up in 1989 to care for children and adolescents affected by the issues of sexual abuse and support for family members and carers. CARI provides the following services:

- National Helpline
- Child and Adolescent Therapy
  - Advice Appointments
  - Parental Support
- Child Accompaniment Support Services (CASS)
  - Child Court Accompaniment and Support Service
  - Child Forensic Accompaniment Support Service
- Outreach - Training and Prevention

## OUR VISION

CARI aims to provide a professional, child centered therapy and counselling service to children, families and groups who have been affected by child sexual abuse, to support and assist their recovery process. We also aim to provide the most up to date education and information service for children, adults and professionals on the dynamics of child sexual abuse and to raise public and political awareness of these issues.

## ROLE OF HELPLINE DEPARTMENT

The Helpline service provide a comprehensive team approach of care, responding to callers who have concerns about child sexual abuse or sexualised behaviour. Experienced Helpline support workers provide information and advice to young people, parents, guardians and professionals. The Helpline serves as a gateway into other CARI services.

## JOB ADVERTISEMENT

The CARI Foundation wishes to appoint the following: National Helpline Team Leader (Part-time)



## APPLICATIONS

To apply, please submit an up to date CV and detailed cover letter outlining

1. The qualifications that you have that makes you suitable for the role
2. Why you are interested in the position, and
3. A paragraph on what you think the helpline needs and how you will achieve it

Applications should be submitted by email with the Ref “Helpline Team Leader Application” to [edel@cari.ie](mailto:edel@cari.ie). Closing date for applications is **5pm on the 25<sup>th</sup> September 2019**.

## JOB DESCRIPTION

The Helpline Team Leader will direct and manage a team of staff in delivering a front line listening and support service. The role of the Helpline Manager is to oversee the development and delivery of the CARI National Helpline and to ensure the smooth running of same. The Helpline Team Leader will report directly to the Support Services Manager of CARI. As a member of the management team, they will play a key role in achieving the goals of CARI’s Strategic Plan. Flexibility in terms of working hours is a requirement of this post.

## MAIN DUTIES

- To participate in strategic planning / development and implementation of work plans for the National Helpline
- To manage the day to day running of the National Helpline
- To promote the National Helpline to service users and service providers, to make links with relevant agencies and to develop the accessibility of the Helpline
- To manage budgets for Helpline in co-operation with Financial Resources
- To prepare reports for Board, management, and funders
- To oversee the collection, inputting and reporting of all statistical information from the Helpline
- To recruit and select staff and volunteers
- To manage staff and volunteers including the planning and facilitation of regular team meetings and one to one staff support and supervision meetings
- To provide back-up telephone support & supervision during the opening hours of the National Helpline
- To supervise and deliver training of staff / volunteers as appropriate
- To participate in the work of the management team
- To be involved with delivery of training to service providers as appropriate

*Please note other duties appropriate to the role as may be required from time to time. This job description will be reviewed and updated in line with the needs and work of CARI*



## THE PERSON SPECIFICATION

- Recognized third level qualification in one of the following, Psychology, Psychotherapy, Counselling, Youth and Community Work or other related area
- Minimum of 3 years people management experience
- Minimum of 3 years' experience of working with young people/families

## COMPETENCIES

### **Knowledge and Skills**

- Staff and organizational management.
- Experience and knowledge of human resources policies and practices.
- Good debriefing and mentoring skills
- High level of knowledge and understanding of the issue of child abuse and family dynamics
- Direct experience of working within the guidelines of Children's First and be fully informed of the reporting responsibilities of people working with children
- Experience in the voluntary/NGO sector
- Interest in service delivery, service growth and people development
- Interest in supporting vulnerable people in our society

### **Communications**

- High level of verbal/written skills
- Needs to be able to communicate issues of Child Sexual Abuse effectively
- Clear and transparent communication skills to all levels of organization
- External communication with funders and other stakeholders
- Represents CARI as required
- Experience of using Microsoft office, power point, especially Excel

### **Decision Making**

- Contributes to major decisions at management level
- Ability to make decisions within the barometer of the role and within CARI policy guidelines
- Identifies and solves any problems/obstacles arising in delivery of service in collaboration with team

### **Accountability/Responsibility/Professionalism**

- Constantly maintains high standards of behaviour and performance.
- Maintains client confidentiality and discretion in line with CARI policy
- Needs to be able to plan and work efficiently to establish priorities and allocate time and effort accordingly
- Needs to be able to direct and motivate staff and volunteers
- Needs to be able to manage own time and personal activities



- Seeks out new and / or additional duties, demonstrates ability to generate new ideas and acts on them accordingly
- Maintains appropriate professional boundaries with external parties and colleagues

## Terms and Conditions

Employer – The CARI Foundation

Location – Drumcondra, Dublin 9

This is a part-time post reporting to the Support Services Manager. The probation period is 8 months.

A basic salary is €35,752 pro rata.

The position may require participation in meetings/events in the evenings and at the weekends. You must be willing and able to work outside office hours as required.

The role may involve some travel. Garda Vetting is a requirement of this post.

## Screening and interview process

All applications received within the deadline will be screened against the role requirements and the person specification. Candidates for interview will be advised by email.

If you have any queries concerning the post or the application process, please contact Edel at [edel@cari.ie](mailto:edel@cari.ie) telephone 01-8308529.