



**NSPCC**

**Together,  
we'll change  
children's lives**

**EVERY CHILDHOOD IS WORTH FIGHTING FOR**

Registered charity numbers:  
216401 and SC037717.

Job Title: Childline Practitioner (Connect)

Directorate: Services

Team/Department (if specific): Childline

Date Written/Amended: June 2024

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### Context and Background

The NSPCC's purpose is to prevent child abuse and neglect of children across the UK and Channel Islands. We have been fighting for childhood for the last 130 years and our organisational strategy for 2021-2031 is enabling the NSPCC to achieve greater change for children and inspiring others to join us in the fight for childhood.

Our services help children who've been abused, protect children at risk and find the best ways to prevent child abuse from ever happening. We work directly with children and families through our national and regional hubs across the UK and Channel Islands. We also give support to thousands of adults and young people in need through the NSPCC Helpline and Childline. We work with schools up and down the country through our Speak Out Stay Safe programme, helping children to keep themselves safe. And our projects such as Together for Childhood help children who've experienced abuse, support parents, and work to transform the way communities come together to prevent child cruelty.

Our Childline service is there to listen to and give children and young people a voice. Whatever problems or dangers they face, we give them somewhere to turn to for confidential support when they need it. Childline is one service with three core offers:

- **Childline Universal:** this part of the service is predominately delivered by volunteer counsellors and directly supports children and young people who contact us on a one-off basis or infrequently, 24 hours a day, 7 days a week.
- **Childline Connect:** this part of the service is predominately delivered by professionally qualified staff and supported by a small number of volunteers, directly supporting children and young people who contact us regularly. This service operates during peak hours 7 days a week.
- **Childline Online:** this part of the service provides young people with a safe space online to get advice, information, and support when, where and how they want, promoting an online community that puts young people's needs first.

Children and young people can contact Childline through telephone, chat and email, as well as accessing support, advice and information online. The service is provided across multiple sites in the UK, in addition to a team of virtual volunteer counsellors who provide our email service for children and young people.

- To ensure effective service delivery through the assessment and management of repeat contacts to Childline Connect.
- To ensure effective, high quality service delivery through supervision of peers and volunteer counsellors on live and virtual shifts, directly answering contacts and assessing risk presented by children through Childline's Connect offer.
- To effectively manage Childline shifts in a holistic way that supports performance of the service.
- To promote and deliver best practice within the service and through the Childline Team Manager, ensuring this is used to inform internal and external influencing, including promoting the work of the team through partnership working with staff from other organisations.
- To actively contribute to service development through the Childline Team Manager.

## Key relationships - Internal

- The post holder is directly responsible to the Childline Team Manager.
- Works closely with other Childline Practitioners, Childline Volunteer Counsellors, Volunteer Coordinators and Childline Administrators.
- Key contacts include Helplines Operational Support Team, NSPCC Helpline, Quality and Practice, Safeguarding Unit, Income Generation, People Directorate and Communications colleagues.

## Key relationships - External

- Will liaise with external agencies including relevant Local Authority departments, Emergency Services, National Crime Agency, health care providers and other local and national services.

## Main duties and responsibilities

1. To ensure effective service delivery through the assessment and management of repeat contacts to Childline Connect
  - To review transcripts and case records of repeat users within specified timescales, creating a clear and balanced assessment of the needs of a young person, taking into consideration their world, capacity, presentation and safeguarding risks.
  - To create, monitor and review ongoing contact management plans for children and young people, ensuring that tasks relating to caseloads are up to date and within policy timescales.

- To ensure contact management plans meet the needs of individual service users, adhering to effective safeguarding practice, the Childline counselling model and where possible, involving service users in the planning, decision making and evaluation of these plans.
2. To ensure effective, high quality service delivery through supervision of live and virtual shifts, directly answering contacts and assessing risk presented by children through Childline's Connect services.
- To provide effective supervision and coaching to peers and Childline Volunteer Counsellors during live shifts within the Childline base or through virtual e-mail shifts, responding to requests for help and support where necessary.
  - To respond directly to contacts from children and young people during service hours, including completion of risk assessments.
  - To support Childline Volunteer Counsellors and peers by making risk assessments and deciding on appropriate safeguarding action in line with service policy and procedures.
  - To adhere to the Childline confidentiality policy and thresholds and refer to the appropriate manager if a breach of the threshold is being considered in line with the policy.
  - To refer and follow up on safeguarding issues with external agencies in line with service policies and procedures.
3. To effectively manage Childline shifts in a holistic way that supports performance of the service
- To promote the effective use of technology to support best practice within all aspects of service delivery.
  - To undertake scheduled shifts to support with the completion of referrals and referral feedback.
  - To work alongside the Childline Duty Manager to ensure effective service management which prioritises the needs of children.
4. To promote and deliver best practice within the service and through the Childline Team Manager, ensuring this is used to inform internal and external influencing, including promoting the work of the team through partnership working with staff from other organisations
- To develop and maintain working relationships with other professionals who work to safeguard service users managed by the team, attending external meetings as needed to promote the voice of the child and help other professionals to remain in empathy with the young person's needs.
  - To work alongside staff from other agencies or departments to deliver safety plans to best support vulnerable young people managed by the team.



- To facilitate communities of practice amongst Childline's volunteer workforce through group based, reflective practice discussions and/or workshops.
- To gather and collate feedback to support Volunteer Coordinators to have informed discussions with Childline Volunteer Counsellors during off shift supervision.
- To capture and report on information which will support the service with internal and external influencing.
- In agreement with the Childline Team Manager, to attend and represent the service on internal and external groups that influence and support service innovation and development.
- To maintain positive links with local fundraising staff and represent the Service at fundraising events and to the media to promote awareness and understanding of safeguarding issues.

## 5. To actively contribute to service development through the Childline Team Manager

- To contribute to the evaluation and development of the Childline service through the Childline Team Manager.
- To communicate agreed service improvement targets and standards and support their implementation.
- To keep up to date with developments in safeguarding and relevant legislation and inform best practice within the service.
- To actively participate in team meetings, development days and training events.
- To ensure service delivery is in line with the agency's diversity strategy and equal opportunity practices.
- To assist the Childline Team Manager in developing and implementing effective processes which enable children and young people to actively participate, ensuring their views help to inform the evaluation and planning of services, in line with the NSPCC's participation strategy.

### Any other job-related duties as assigned:

Although core duties of the post are set out above, a flexible approach to work is essential. The post holder may be required to adapt the above duties to take account of changes in work practices. The post holder will be required to undertake business travel.

## Responsibilities for all Staff within the Services Directorate

- A commitment to safeguard and promote the welfare of children, young people and adults at risk.
- To comply with all relevant NSPCC safeguarding policies
- A commitment to applying NSPCC Values and Behaviours to all aspects of work
- To maintain an awareness of own and other's health and safety and comply with
- NSPCC's Health and Safety procedures
- To comply with NSPCC Diversity and Equality policies and practices and work in a

- manner which facilitates inclusion.
- To maintain and develop competence in the use of IT systems.
- To manage confidential and/or sensitive information in accordance with NSPCC policies and Data Protection and GDPR regulations

## Person specification

1. An appropriate qualification from a safeguarding field, for example, social care, health, education, law enforcement, youth justice, youth work or counselling AND/OR significant experience of working in a role with direct responsibility for safeguarding children.
2. Experience of effectively engaging and communicating with children and young people, with a child centred approach to work and understanding of children's rights and best interests.
3. Up to date knowledge of child protection systems, best practice, research, and legislation, with a proven ability to provide appropriate intervention and support to a child or young person during times of crisis.
4. Demonstrable evidence of holding responsibility for on-going case management, risk assessment and outcomes for vulnerable children and young people in a safeguarding context.
5. Ability to create contact management plans with clear objectives, actions and evidence-based recommendations, with experience of multi-disciplinary approaches and working effectively with external agencies to advocate for child centred outcomes
6. Experience of working in a high demand, service user focussed environment with demonstrable resilience and the ability to use a wide range of technology to support service delivery.
7. Significant experience of supervising staff and/or volunteers in a relevant setting. i.e. health care, social care, youth justice, youth and community, social work, counselling, education, law enforcement.
8. Ability to working on own initiative through prioritising, planning and organising tasks and activities to meet deadlines.
9. Ability to collect, analyse and assess all key information related to children and young people, record this succinctly in written form and summarise verbally
10. Evidence of working in an inclusive and anti-oppressive framework.

As an organisation, we are committed to creating and fostering a culture that promotes safeguarding and the welfare of all children and adults at risk.

Our safer recruitment practices support this by ensuring that there is a consistent and thorough process of obtaining, collating, analysing and evaluating information from and about candidates to ensure that all persons appointed are suitable to work with our children and adults.

The recruitment and selection of our people will be conducted in a professional, timely and responsive manner and in compliance with current employment legislation, and relevant safeguarding legislation and statutory guidance.

Our principles:

- Always seek to recruit the best candidate for the role based on merit including their skills, experience, motivation and competencies. Our robust recruitment and selection process should ensure the identification of the person best suited to the role and the organisation.
- Committed to diversity and equality of opportunity and will interview all applicants (internal and external) who self-declare at application as having a disability and who meet the minimum requirements in the person specification of the vacancy they are applying for.
- We will make reasonable adjustments at all stages of the recruitment process in order to enable successful candidates who declare disabilities to start working or volunteering their time with us.
- Any current member of staff or volunteer who wishes to apply for vacancies and is suitably qualified will be considered and addressed fairly and objectively based on their merit.



- As an organisation committed to safeguarding, we will ensure all under 18's joining the organisation will have ongoing risk assessments to ensure their role and activities are safe and appropriate.
- All documentation relating to candidates will be treated confidentially in accordance with the GDPR legislation.