

**Parent Advice Line Support Worker (maternity cover)**

Location: Home-based

12 months fixed term contract (maternity leave cover) / start date of mid-January 2022

Salary: £28,000 FTE (14 hours per week – current Parent Advice Line opening hours are Monday and Tuesday 9.30am – 2.30pm although there may be scope to work more flexibly)

Reports to: CEO

**Our vision is for all children to grow up in supportive communities safe from bullying and harm.**

**Our mission is to provide practical support, training, and advice to challenge bullying and protect young lives.**

**Context of the role**

Kidscape provides hope and help to thousands of children and families each year who are impacted by bullying. The Parent Advice Line is crucial for providing parents and carers with timely support, and we are committed to expanding our reach into diverse communities throughout England and Wales in the coming years.

**Duties and key responsibilities**

* Providing advice, support and signposting to parents, carers, and other contacts to the Kidscape Parent Advice Line (via phone, email, and WhatsApp).
* Listening and assessing each call individually and being led by the service user’s needs. Responding within Kidscape’s remit and signposting elsewhere as needed.
* Recognising, respecting and addressing the needs of families who may face barriers to accessing the service, including those from different ethnic and cultural backgrounds, LGBT communities, disabled people and other hard to reach groups.
* Promoting and signposting to other Kidscape resources and services as required, such as the Kidscape ZAP Programme.
* Referring families to the Kidscape trauma support service (through agreed protocols).
* Identifying situations which may need signposting to the Police, Victim Support, GP and specialist mental health services.
* Identifying and escalating any safeguarding concerns to the Designated Safeguarding Lead in required timeframes.
* Building and maintaining knowledge and relationships with charities and other services to whom we may signpost and refer children and families (or accept referrals).
* Maintaining up-to-date knowledge of relevant anti-bullying and education policies, procedures and law.
* Recording contacts as required on the CMS system.
* Attending relevant training and professional development as required and appropriate. Acting as key liaison with the Helplines Partnership Service.
* Promoting the Parent Advice Line with outside agencies and other charities, acting as a spokesperson for the charity as required, writing articles and content as appropriate and required.
* Acting as admin in the Parent and Carer Facebook Group, posting relevant information and encouraging peer support between members.
* Providing updates on the Parent Advice Line as required for internal and external reporting processes.

**Person specification**

**Essential**

* Passion for the vision and mission of Kidscape.
* Experience of providing advice and support to families from diverse backgrounds.
* Experience of providing support and advice around highly sensitive issues.
* A friendly, empathetic and calm manner in all communications with service users, whether written or verbal.
* Able to observe and maintain appropriate levels of confidentiality.
* Experience of working in, or closely with schools and a good working knowledge of school policy and practice as it relates to anti-bullying and behaviour support.
* An awareness of children’s mental health issues, including self-harm and suicide.
* Personal resilience when dealing with distressing situations, with the ability to seek support when needed.
* Experience of dealing with safeguarding issues including making timely referrals through internal and/or external systems and processes.
* Enthusiasm and willingness to work in a small team in a fast-paced environment.
* Willingness to engage in professional development and to accept and learn from feedback.
* A self-starter; reliable, committed, hands-on, and motivated.
* A confident communicator able to create and develop relationships.
* Committed to diversity and inclusion and upholding organisational values.
* Strong administrative skills including experience or willingness to learn how to use different IT packages.
* Can travel to meetings and events in England and Wales (as required and when it is safe to do so).

**Desirable**

* Experience of working for a helpline service.

***This job description does not form part of your contract of employment and can be amended from time to time as the needs of the organisation require.***

The role may require other ad hoc duties and responsibilities as required.

Kidscape is committed to creating a diverse and inclusive workforce.  Our team of people are passionate about challenging bullying and protecting young lives.  If we are to grow, learn and reach the children and families that need us most, we must represent the broad communities we serve.    We welcome and encourage diversity of background, culture, education, ethnicity, race, religion, disability or neurodiversity, sexual orientation, gender identity and expression, age and languages spoken.

We are a family friendly employer, support flexible working, and promote staff health, wellbeing, and personal development. Kidscape is a member of the Helplines Partnership. The person who takes up the role of Parent Advice Line Support Worker will also receive regular and fully funded clinical supervision to support with health and wellbeing and a comprehensive handover.