Childline Volunteer Counsellor
Role Profile

Have you got what it takes to join our fight for childhood?

Childline is the UK’s free, 24-hour helpline for children and young people. It gives children access to confidential support when they need it and ensures all children and young people have someone to turn to when they are worried, in distress or danger.

Volunteers listen to children and young people, offering support and a chance to be heard and understood, on the telephone, on live 1-2-1 online conversation and via email. All our volunteer counsellors are supervised on an on-going basis and supported in helping children and young people deal with difficult issues such as bullying, sexual abuse, and physical abuse, self-harm and family relationships.

Person Specification:

We’re looking for people who can commit to a regular 4½ hour shift a week and who can demonstrate:

- Motivation to support and protect children and young people
- Good IT skills
- Good communications skills (written, oral and listening)
- An empathic and non-judgmental outlook
- Working as a team member
- Emotional resilience and ability to identify and deal with feelings (own and others)
- A willingness to give and receive feedback and open to learning
- Maintaining confidentiality

We provide every volunteer with fantastic and ongoing support:

We are seeking volunteers who can commit to 44 hours of initial training and mentoring. All volunteers will take part in the initial training programme and be trained in working with the Childline counselling model, as well as receiving on going topic based workshops.

Volunteers are supported before, during and after shifts by an Supervisor at all times. All volunteers will be offered regular one to one and group supervisions. You will also be part of a strong support network to help you grow in your role. There will be opportunities to attend social events and be recognised for your contributions. You will receive out of pocket travel expenses (car mileage, bus or train) in line with NSPCC’s expense policy.

Necessary enhanced background checks and references:

A satisfactory enhanced criminal record check is a requirement for the role, before progressing to training across the four nations (Access N.I., the Protecting Vulnerable Groups Scheme (PVG), Enhanced DBS check). We ask our volunteers to provide all identification and right to work in the UK documents at interview. While volunteering a re-check must be processed when validity has elapsed. At least two satisfactory references covering a minimum period of 5 years with no gaps are required. We cannot accept references from partners/ex-partners or family members.

Apply now: http://www.nspcc.org.uk/what-you-can-do or VolunteerRecruitment@nspcc.org.uk