

CARI (Children at Risk Ireland): Helpline Advisor (CE Scheme) ^[1]

CARI is a registered charity that provides therapy and support to children, families and groups affected by child sexual abuse. More information on our services and the position below can be found on our website www.cari.ie ^[2]

All roles are CE positions which entails working 19.5 hours a week and requires the applicant to be in receipt of a social welfare payment for 12 months and be assigned an Intreo Officer.

CARI is currently recruiting for:

HELPLINE ADVISOR (TRAINING PROVIDED)

- To answer all incomings calls to Helpline.
- To be familiar with the services available for children who have experienced sexual abuse as well as other people affected by their experience of abuse.
- To take responsibility for the keeping up to date with issues relating to child sexual abuse, including media reports and professional publications as well as current perspectives.
- To assess the client's needs and to offer appropriate service.
- To keep a clear, concise and accurate record of the telephone session in accordance with helpline department procedures.
- To follow up the telephone session if appropriate
- To attend regular supervision as arranged by the Head of Therapy/Team Leader.
- To be advised that all training and meetings are compulsory and are to be taken as arranged by the Head of Therapy/Team Leader
- To open the front door for the client's attending CARI for the face to face counselling or assessment appointments.
- To offer support to colleagues who may have experienced a difficult telephone call.
- To check that therapy rooms are ready for the client's.
- To ensure that therapy room selves are tidy and that supplies renewed as required.
- To ensure that the Helpline room is quiet and a comfortable working space for everyone.
- To ensure all clients related materials are locked away at the end of each working day.
- To answer our admin phone and forward calls to appropriate staff and departments
- And any other task issued by team leader relevant to the helpline department

No experience necessary as a full 6-week training program is provided. However, an interest in the subject or a wish to enter this field of employment is beneficial at interview.

Please forward your CV to dolores@cari.ie ^[3] by Friday 10th November 2017

Region: Dublin 9

Expiry date: 10/11/2017

Date 11/10/17

Entered/Updated:

Source URL (modified on 11/10/2017 - 16:19): <https://www.activelink.ie/content/vacancies/children-youth/33294>

Links

[1] <https://www.activelink.ie/content/vacancies/children-youth/33294>

[2] <http://www.cari.ie>

[3] <mailto:dolores@cari.ie>