

Job Description

Post:	Support Line Coordinator
Responsible to:	Service Manager
Division:	Children and Families
Hours:	35 hours per week, worked on a rota basis across 7 days. Shifts will fall within the support line operating hours of 8:30 am to 9:30 pm
Salary:	£29,500 - £34,490

Children First - Vision and Values

Children First is Scotland's national children's charity. We stand up for every child because all children should have a safe childhood. We protect children from harm and support them to recover from trauma and abuse through our national and local services. We help children, their families and the people that care for them by offering emotional, practical, and financial support. We give children hope and a safer, brighter future.

Our core values guide how each one of us works in our individual day to day job:

- With love, we put children first.
- With purpose, we transform children's lives together.
- With strength, we do whatever it takes to protect Scotland's children.

Equity, Diversity and Inclusion

At Children First, we are committed to building a representative, inclusive and authentic workplace open to applications from all sections of society. We believe in the potential of everyone regardless of; sex, race, religion or belief, ethnic origin, ability, family structure, socio-economic background, age, nationality, marital status or civil partnership, sexual orientation, gender identity, or any other aspect that makes you who you are.

We envision a diverse and inclusive Children First where we cultivate a true sense of belonging and connection for and between our teams, children, young people, families, and communities we work with.

Further to that, as part of our vision to be an Anti-Racist organisation, we are committed to conscious inclusion to build increasingly diverse teams and emotionally safe work environments.

Role Summary

- Provide expert care, guidance, and support to children, young people, and families across Scotland through the Children First Support Line—a free, nationally available service.
- Deliver high-quality information and compassionate support via phone, live web chat, social media, and email.
- Address diverse support needs with empathy, prioritising the welfare of children and families.
- Manage inbound and outbound communications efficiently, ensuring a positive experience for those seeking help.
- Use advanced listening, questioning, and assessment skills to navigate challenging conversations with patience and resilience.
- Maintain accurate records to inform service development and organisational improvements.
- Conduct research to provide evidence-based information, enhancing the support available to families.
- Promote the values of Children First in all interactions, ensuring services align with the charity's mission.

Key Results Areas

Relationships with Children, Young People and Families

- To ensure quality and timely assessments of the risks and needs of children, young people and families are carried out, taking a strengths-based approach, involving the child and family, and all relevant stakeholders in this process.
- To provide direct support and/or therapeutic work with children, young people and families, which may include advice, support, advocacy and guidance to children and young people in order to assist them in expressing their views and upholding their rights.
- Provide professional, accurate and compassionate support and information about a range of topics to enquirers through a range of channels including telephone, web chat and social media
- Calmly and appropriately manage enquiries about suicidal ideation and safeguarding, following organisational procedures and policies at all times.
- Complete welfare benefits calculations where appropriate for enquirers
- Research and provide relevant information from reliable, evidence-based sources, including publications and trusted websites to provide high quality responses to enquiries.

- Maintain high levels of feedback and quality of service provision and identifying and securing stories of the support needs and support provided and to share learning with colleagues
- Maintain records of service user feedback, including complaints and compliments, to assist with development of the service.
- To carry out regular reviews with children, young people and families, involving them and all relevant stakeholders in this process.

Operational Requirements

- The post holder will work a flexible shift pattern to ensure coverage of operational hours throughout the week, including Monday to Sunday and Bank Holidays, as required. Additionally, the post holder may be scheduled to work during significant festivals such as Christmas, Diwali, and Eid, on a rota basis alongside other team members. You will enable people to access the support available from our volunteers, providing the necessary advice, guidance and support to our volunteers.
- To manage families being connected with the Service in consultation with the Service Leadership, receiving and responding to contacts from external agencies.
- To work independently, as part of a team, to prioritise and manage own workload
- To record, maintain and review information, gained through the process of assessment, monitoring and review, within the Children First recording system (Dynamics). Maintaining accurate records that will inform the charity, and support with future service development.
- To maintain awareness of research and policy development through personal reading and study, taking responsibility for own professional development and understanding.
- To communicate, share knowledge and participate in the wider work of the support line team and other relevant services.
- To develop and maintain consistent and meaningful internal communications practices.
- You will work with colleagues across the organisation to provide a positive experience of Children First to respond to queries.
- To make constructive use of internal support and supervision processes, and take responsibility for continuous professional development, undertaking mandatory and relevant internal courses as required and, where appropriate, undertaking post qualifying training in child protection, practice teaching or other relevant courses.
- Review and provide feedback about content created for Children First support line.
- To support activity which contributes to the sustainability of the service.
- To support the wider organisational activity and strategy of Children First.
- To support activity which develops and strengthens the Children First brand and public profile.
- Working from home for some days per week could be considered once a reasonable induction time has passed.

Relationships with others

- To evaluate information gained through the process of assessment, monitoring and review, and share this with children and families and others appropriately and sensitively and in accordance with legislation and policies on confidentiality and safer care.
- To contribute to Children First working groups, sharing and developing practice across the areas of work, and to work within and help develop best practice standards.
- To represent Children First at external events and activities particularly with local social work, education, health or third sector agencies, but sometimes at national events. To work constructively with a range of external agencies to promote a multi-disciplinary 'team around the child' approach.
- To provide advice, guidance, training, and consultation services to colleagues across the charity, and to staff working within partner agencies.
- To contribute to the development of best practice and the success and development of the service by actively participating in team meetings, by developing excellent working relationships with other team members, and by contributing to the knowledge and sharing of best practice with colleagues across the charity.
- To support and supervise volunteers, students, and where appropriate, sessional staff, mentoring, coaching and leading practice, and taking an active role in their recruitment and development.

Corporate Responsibilities:

- Be committed and adhere to Children First vision, mission and values.
- Comply with Children First Safeguarding policies and procedures.
- Comply with Children First Code of Conduct and any relevant professional standards relating to the role.
- Actively consider the involvement of children, young people and families with whom we work, in all areas of practice and to implement the Children First Participation Standards.
- Actively consider the involvement of volunteers in all areas of our work and to implement the Children First Volunteer Development Policy.
- Observe all health and safety requirements.
- Work within and promote policies in relation to Equity, Diversity and Inclusion and anti-discriminatory practices.
- Undertake any other reasonably required duties as instructed by line manager or someone acting on their behalf, in addition to the role specific responsibilities detailed below. Be aware of responsibilities under the Data Protection Act and work in accordance with these.

Person Specification

Need to Have (Qualifications and Experience)	Need to Show (Skills)	Need to Know	Need to Be
<ul style="list-style-type: none"> • Diploma in Social Work or a relevant professional qualification (e.g., Health, Education, Community Education) at SCQF level 9. • Post-qualifying award in child protection, childcare, practice teaching, group work, family work, or counselling. • Experienced in the identification and management of risk • Experience in statutory settings and with children with additional support needs. • Experience managing/supervising staff, volunteers, and students. • Project planning experience 	<ul style="list-style-type: none"> • Direct experience working with children and young people in various settings, supporting families and networks collaboratively. • Excellent verbal and written communication skills. • Ability to understand and summarise complex information into plain English • Ability to empathise and demonstrate sensitivity • Ability to build a good rapport, using active listening, and appropriate questions • Resilience to remain calm in challenging or distressing situations • Excellent research skills – able to source up-to-date and accurate information from multiple sources online • Experience in multi-agency working, particularly in risk identification and management. • Ability to maintain and produce accurate and timely records and reports. 	<ul style="list-style-type: none"> • Knowledge and understanding of how children and young people develop, their needs and associated risk factors, and understanding vulnerability and promoting resilience. • Child protection and care planning processes, systems, and agencies • Relevant childcare legislation and guidance relating to children's rights. • Awareness of national government policies and priorities and implications for practice • Knowledge of theoretical framework for working therapeutically with children, young people and their families • Knowledge of services and issues relevant to the needs of children and young people • Knowledge of Statutory social work role and function • Comfortable with using a range of software (including Microsoft Office and Teams) and multitasking between systems • 	<ul style="list-style-type: none"> • Able to work a flexible shift pattern across • Flexible in approach to work • Committed to and understand the principles of working with volunteers. • Able and willing to travel as required to services and offices across the region. • Committed to Children First approach and the relational nature of our work. • Confident and able to form effective and credible relationships with all levels of staff • Aware of personal responsibility in relation to health and safety.