



Keeping Children Safe

Childline Kenya

P. O. Box 10003 – 00100 Nairobi, Kenya

Tel: +254- 020 2059722/2034497

Mobile: +254 0727637076/0735813344

Email: info@childlinekenya.co.ke

VACANCY ANNOUNCEMENT: COUNSELORS (2 POSITIONS)

Childline Kenya is a non-governmental organization that exists to keep children safe all the time by promoting child rights and enhancing child protection through ICT innovations. Our guiding vision is a society where children's rights and dignity are upheld at all times. Childline Kenya in partnership with the directorate of children services, manages the National Child Helpline 116. The Helpline, which is a 24-hour emergency service, is dedicated to addressing children's matters and is accessible from anywhere in Kenya. Childline Kenya works through a partnership network of service providers to provide requisite services to children in distress. The psychosocial support services we provide include child and family therapy, and also linkage or referral for legal support, rescue and placement in temporary safe shelter and medical support among others. We also provide information and education to the public (including children) on ensuring children remain safe thus preventing violations against them in the first instance.

We are hiring two counselors to strengthen our real-time response to children through the Helpline and in-person. These individuals will also closely support the NIA Program.

About the NIA Program

Not Invisible Anymore 'NIA' is a program, supported by The Freedom Fund, which seeks to combat exploitative and abusive child domestic work. This refers to children working in the domestic work sector in the home of a third party or employer. The overall goal of the program is to create an empowered collective of child domestic workers, their allies, civic organizations and government institutions with strengthened capacity to transition communities away from child domestic work (CDW) and to protect children in domestic work from abuse and exploitation.

Objective of the function

The counselors, to be engaged for 2.5 years, will offer essential psychosocial- support services, provide information on child protection, and make referrals to other service providers. In addition, counselors will engage with clients through various channels, including social media, SMS, chat, text, emails, and one-on-one. They will work with the Lead Counselor to provide supervisory support to the helpline team of counselors.

Summary of roles and responsibilities

1. Identify cases of child survivors or children at risk of exploitative domestic work and ensure their accurate registration into the helpline system.
2. Conduct a thorough case assessment to determine relevant actions for comprehensive response to children in distress and their families
3. Facilitate provision of psychosocial support services to children survivors of abuse or exploitation and those at risk of the same.
4. Participate in social inquiries, rescue and reintegration of children with the Department of Children Services as necessary.
5. Provide information and training on child protection when required.
6. Participate in data analysis and report writing.
7. Participate in project planning meetings and activities.
8. Any other roles assigned in the support of the NIA project and the vision of Childline Kenya

Qualifications and Working Experience:

1. At least a degree in Counseling/Psychology with at least two years' experience in counseling and client management.
2. Holders of Education, Sociology/Social Work, or other social-related degrees will also be required to have additional certification in basic counseling skills and two years' of practicing experience.
3. Membership in a recognized professional body is an added advantage.

Knowledge and skills:

1. Knowledge of child protection.
2. Computer literacy and proficiency in MS Office.
3. Excellent report writing skills.
4. Excellent communication and people skills.

Personal Competencies:

1. Good command of English and Kiswahili and one of the local languages in Kenya. Proficiency in any of the languages predominantly spoken in Busia and Kakamega counties is an added advantage.
2. Ability to empathically handle difficult clients and relationships.
3. Good time management and ability to work under pressure.
4. Excellent case management skills

Application Process:

Interested and qualified candidates should submit their application letter and detailed CV, including names and addresses of three referees, to vacancy@childlinekenya.co.ke. All applications must be received by Friday, 19th January 2024. Please indicate the position applied for as the email subject. Note that only short-listed candidates will be contacted.