



Keeping Children Safe

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## Childline Kenya

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### VACANCY ANNOUNCEMENT: LEAD COUNSELOR

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.

To better support our interventions, we are hiring for the position of Lead Counselor to provide administrative support and leadership and to coordinate Childline's response to children through the Helpline and in-person.

#### **Purpose:**

The Lead Counselor will be responsible for coordinating the response to all reported cases including cases of online child sexual exploitation and abuse, providing administrative guidance to counselors, producing insightful reports, analyzing helpline data, and conducting regular performance appraisals. This position is for a 16-month term with a possibility of extension based on funding availability and individual performance.

#### **Responsibilities:**

1. Coordinate the response to cases reported to Childline Kenya, working closely with relevant authorities.
2. Provide real-time administrative guidance to counselors addressing online child sexual exploitation and abuse issues and other forms of child violations reported through the helpline or in-person.
3. Prepare comprehensive and timely reports regularly (Daily, Weekly, Monthly, etc.) in relation to client response and case progress.

4. Ensure accurate and up-to-date management of helpline data, overseeing data entry, storage, and analysis.
5. Conduct regular quality assessments and coaching sessions for counselors, maintaining high service standards while coordinating their capacity building.
6. Be the designated child safeguarding liaison for the organization
7. Develop and ensure adherence to regular work schedules for the helpline team.
8. Any other roles assigned in support of the Safe CLICS Project and vision of Childline Kenya.

**Minimum Qualifications and Experience:**

1. Bachelor's Degree in Counseling, Child Psychology, Education, Sociology/Social Work, or a relevant Social Science degree.
2. Minimum of three years' consistent work experience as a professional counselor, preferably in a supervisory position.
3. Proven leadership skills with excellent interpersonal and conflict resolution abilities.
4. Strong communication skills and good time management.
5. Ability to work with minimal supervision.
6. Knowledge and interest in child protection.
7. Basic ICT skills.
8. Excellent report writing skills.
9. A strong team player.

**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](mailto: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.