

# EIL UK Independent Listener

## Role Description



Experiment in  
International  
Living UK

Job Title:	Independent Listener
Responsible to:	Chief Executive
Post:	Fixed term contract ending on 31 July 2018.
Hours:	Flexible working hours, including out of office hours, are essential for this role and will be negotiated as required to meet need.
Remuneration:	From £12 to £15 per hour, dependent on experience
Annual Leave:	25 days p.a. plus bank holidays pro rata for time worked
Location:	Home based with regular visits to EIL UK's office in Malvern with occasional travel elsewhere.
Key contacts:	EIL UK staff and volunteers, potential and existing funders, voluntary and community organisations.

### Overall

The role focuses on supporting EIL UK Participants and Host Families to develop an ethos of mutual respect and understanding. The Independent Listener will listen to participants' views/opinions and advise and enable them to develop strategies to manage or confront areas of difficulty or concern. The Independent Listener will befriend and advocate for participants when necessary.

Working in consultation with EIL UK's Programme Managers, the Independent Listener role is to act in the interests of the participants and, when appropriate, liaise with schools, host families and other agencies.

This role requires a person with experience of supporting children and young adults in a home and school setting.

### Responsibilities

1. Take into account EIL UK's views on participant's needs, as well as the participant's wishes and views.
2. Engage children, young people and adults, ensuring that they feel listened to, as well as providing opportunities for them to talk through problems and issues in a safe and non-discriminatory setting.
3. Plan and undertake agreed work with identified young people. The agreed plan will be directed at contributing to the overall welfare of the participant. This may include the person's developmental, social, emotional, educational, religious and cultural needs.
4. Encourage the participant to participate in decisions affecting him/her.
5. Be responsible for keeping the Programme Managers and Chief Executive fully updated with progress, relevant difficulties, issues or problems.
6. Keep accurate and confidential records. Records will include agreed timescales, dates, theoretical approaches and suggested strategies.

7. Be responsible for providing information to EIL UK staff for reports and participate in reviews and other meetings as appropriate.
8. Develop positive relationships with all children, young people and adults.
9. Undertake such responsibilities and duties which may be reasonably delegated from time to time by the Chief Executive.

### Other requirements

The role will require working outside normal hours and travel. The post holder must hold a current driving licence and have access to a road-worthy vehicle.

The Independent Listener is expected to work in a participant-centred manner, being clear about confidentiality and where boundaries lie. The post holder must be participant - child, young adult or adult - focused however sympathetic he/she may be to other points of view. The function is to compliment the work and activities of other EIL UK staff, host families and parents.

In bringing this autonomous perspective, the Independent Listener must behave in an anti-discriminatory manner. The Independent Listener is not expected to accept unquestioningly what those responsible for the child tell them is in the child's interests, but should remain open-minded and even sceptical.

This job description is not exhaustive and is open to review at any time.

### Key Competences

1. A proven background in skills, experience and qualifications to undertake work in a professional capacity with children.
2. Qualifications / experience in counselling or other relevant disciplines.
3. An understanding and empathy with the needs of school age children and adolescents.
4. Strong communication skills, with successful experience of managing and developing relationships with a wide variety of individuals and groups. Able to demonstrate active listening skills.
5. Ability to work flexibly with a variety of adults and children from different cultures and backgrounds.
6. Excellent written and verbal communication skills, with proven experience of successfully supporting young people and equipping them to develop life-skills.
7. An understanding of the principles of good practice and how to apply them (for example, Principles to Practice, a guide to support good mental health and wellbeing published by the Social Care Institute for Excellence).
8. An understanding of the Children Act 1989, the Care Standards Act 2000, The National Minimum Standards, and other relevant legislation.
9. Ability to work well as part of a team and on own initiative.
10. Some travel will be required across the UK, so a driving licence is essential.
11. Sound IT skills with experience of Microsoft Office.
12. Commitment to the aims and values of the organisation.

## Other information

A full enhanced DBS check will be required which will be paid for by EIL UK.

This post provides 24 hour on-call support which requires evening and weekend working. Cover is provided for holidays and one weekend a month.

## How to apply

In the first instance, interested candidates are invited to send a CV along with a personal statement of no more than 1200 words outlining how they meet the needs of the role.

Email your application to [info@eiluk.org](mailto:info@eiluk.org) or post it to EIL UK, 17 Graham Road, Malvern, Worcestershire WR14 2HR.

The closing date for receipt of applications by EIL UK is 17:00hrs on **Friday 31 March 2017**.

NO AGENCIES

Reg. Charity No: 1070440

March 2017