



## EIL UK Independent Listener Role Description

Job Title:	Independent Listener
Responsible to:	Programme Manager – Cultural Groups & Training
Post:	Six-month fixed term contract for services: 1 September 2021 – 28 February 2022
Hours:	Flexible working hours including out of office hours are essential for this role
Status:	Self-employed. Responsible for paying all taxes.
Remuneration:	Minimum of £240 (equivalent to 2 hours per month @ £20 per hour) + additional hours @£20 per hour as agreed in advance.
Location:	Home based with a minimum of 3x visits to EIL UK's office in Malvern. Occasional travel may be required elsewhere. Travel expenses will be reimbursed for authorised journeys.
Key contacts:	EIL participants, hosts and UK staff.

### Overall purpose of the role

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' or hosts' 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 (but not advocate for both participant and host if in the same Homestay). Participants may be children aged 14yrs or young people aged 18-29yrs and adults of all ages in homestays that last more than 4 nights.

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 and pre-agreed by EIL, 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.

When supporting hosts the Independent Listener will offer the host an opportunity to talk through any issues in a non-judgemental setting. Where a host requires further support, the Independent Listener may offer information on other support services. Confidentiality, discretion and a caring approach are required to ensure hosts feel supported.

### Responsibilities

1. 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.
2. Take into account EIL UK's views on participant's needs, as well as the participant's wishes and views.
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. Develop positive relationships with all children, young people and adults and 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.

## Other requirements

The role may require working outside normal hours and travel. The post holder must hold a current driving licence, have access to a road-worthy vehicle with insurance for business purposes.

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 focused however sympathetic they may be to other points of view.

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 and tell them is in the child's interests but should remain open-minded and even sceptical.

The function is to compliment the work and activities of other EIL UK staff, host families and parents. This role description is not exhaustive and is open to review at any time.

## Key Competences

1. Knowledge and experience of safeguarding practices and procedures with 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 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 (Pub. Social Care Institute for Excellence).
4. An understanding of the Children Act 1989, the Care Standards Act 2000, The National Minimum Standards, and other relevant legislation would be helpful.
5. Strong communication skills, with successful experience of managing and developing relationships with a wide variety of individuals. Able to demonstrate active listening skills. Proven experience of successfully supporting young people and equipping them to develop life-skills. Ability to remain calm.
6. Ability to work flexibly with a variety of adults and children from different cultures and backgrounds. An understanding and empathy with the needs of school age children and adolescents.
7. Ability to adhere to policies and protocols, assess a situation, keep accurate records and report
8. Ability to work well as part of a team and on own initiative.
9. Sound IT skills with experience of Microsoft Office.
10. Commitment to EIL's aims and values.

## Other information

- A full enhanced DBS/PVG check will be required, which will be paid for by EIL UK.
- Some travel will be required to the EIL UK offices in Malvern, Worcestershire.
- This post requires evening and weekend working as the Independent Listener provides 14 hour on-call support between 8am and 10pm. EIL provides a mobile telephone with texting and video call facilities. In most cases, the Independent Listener makes an appointment with the caller for a mutually convenient time for a telephone call or WhatsApp session within 48 hours of their call.

## How to apply

Interested candidates should submit a summary CV (maximum 2 sides of A4) including two references along with a personal statement of no more than 1,000 words (letter or email) outlining how they meet the needs of the role. Email your CV and letter to [hello@eiluk.org](mailto:hello@eiluk.org) or post it to EIL UK, 17 Graham Road, Malvern, Worcestershire WR14 2HR. No Agencies thank you. Interviews will be held on zoom.

Closing date for receipt of applications by EIL UK is: **midnight Sunday 29<sup>th</sup> August 2021.**

