

CHILDLINE MALAYSIA

Childline Malaysia is setting up a national phone outreach service for children up to the age of 18 years in need of care and protection. A privately funded project, run in partnership with NGOs, Child Helpline International, UNICEF, the Government of Malaysia and the corporate sector, we hope to provide a friendly, confidential helpline for children who need any kind of assistance. We work closely with government and non-governmental organizations to provide direct assistance or referrals to protection, rehabilitation, and care support services.

Childline Malaysia responds to calls from children and concerned adults needing assistance and someone to talk to about their problems utilizing established emergency and referral protocols. Childline Support Officers will manage a front-line operation providing a friendly but professional “listening ear” to children in need. The Call Center will operate 7 days a week, 24 hours a day, including public holidays.

We currently have vacancies for the following positions:

CHILDLINE SUPPORT OFFICERS

Job Responsibilities:

- Provide excellent support on telephone para-counseling or counseling to children. Speed and accuracy in typing as well as effective communication is a pre-requisite. Upon receiving a call, the individual evaluates the situation utilizing Childline Malaysia’s established protocols and, if warranted, links up to the appropriate agencies and referral services.
- Receives, counsels, escalates and coordinates all calls with the appropriate agencies and referral services. Good telephone etiquette and professional conduct with all callers is required
- Responsible for data compilation on a daily basis and maintaining a call log book.
- Escalate the call logs to supervisor for follow up actions if necessary.

Requirements:

- Candidates must possess Degree or Diploma or equivalent (preferably in applied social science, counseling or psychology). Registered counselors will be given preference.
- 2 years working experience related to children or youth will be an added advantage. In-house training related to call taking and counseling skills will be provided.
- Proficiency in Bahasa Malaysia and English is necessary. Ability to converse in other languages or local dialects will be an added advantage.
- Demonstrates excellent verbal and written communication as well as interpersonal & organizational skills.
- Conversant with Microsoft Office applications. Attention to detail & ability to handle multiple tasks simultaneously.
- Able to work on 3 rotating shift schedule including weekends and public holidays and able to provide extra support at short notice.
- Preferred age group is 25 – 30 years old.
- Have a customer service background
- Able to type fast (able to type as you listen to a caller)
- Have a good tone of voice
- Interested in helping children young people

Contact:

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