

Childline Malaysia

Childline Malaysia is a national 24-hour free 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 other organizations to provide direct assistance or referrals to protection, rehabilitation, and care support services

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

We currently have vacancies for the following positions:

CHILDLINE SUPERVISOR

Job Responsibilities:

- Lead tele counseling teams in providing support in telephone counseling. Assist, guide and from time to time resolve complaints, enquiries, etc that come through the Call Center via phone according to Childline Malaysia’s established protocols. Assist and advise staff in handling difficult callers.
- Ensure that the team maintains good telephone etiquette and professional communication skills at all times with all callers and staff’s prompt and accurate response to work in progress.
- Assist the Project Manager in internal quality control to ensure that the data input, analysis and format complies with the standard practices and protocols. Ensuring effective daily tracking and compilation of statistics by staff from information systems. Maintain a check and balance of staff’s daily reporting and compile daily report.
- Disseminating information on call logs to staff to ensure proper monitoring, tracking and coordination with agencies.
- Maintain and ensure good corporate governance within the team, especially with regard to confidentiality ,freedom of information, data protection and security issues to avoid misuse or abuse.

- To assist in training and familiarization of the call center standard practices and promote teamwork at all times.
- Act as back-up support to the Manager in assigned areas of the project.

Job Requirements:

- Possess a Degree or Diploma or equivalent (preferably in applied social science, counseling or psychology)
- Minimum 3-5 years experience in related field preferably with children or social service sector and/or call centre operations.
- Proficient in Bahasa Malaysia and English. Ability to converse in other languages like Mandarin and Tamil will be an advantage.
- Knowledge of and the ability to work with computer applications including web service software.
- Excellent communication skills with ability to create and maintain trusting relationships with children up to 18 years. Ability to engage with children or concerned adults in non-judgmental problem solving techniques.
- Possess excellent organizational skills.
- Flexibility to work within 3 rotating shift schedule system including weekends and public holidays.
- Preferred age group: 25 – 35 years old.

Other Criteria :

- Demonstrates commitment to improving well being of young people and young children would be advantageous.
- Experience in telephone counseling and crisis intervention techniques and principles.
- Knowledge of laws and services directly affecting the lives of children and young people.
- Knowledge of counseling theories and practice.

Contact:

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