

**Parentline Call Takers**  
**9pm - 1am, £11.54 per hour, Hatfield**

We are the leading charity providing parenting support to parents and carers. We believe all parents want to do the best they can for their children, but we know that parenting is as difficult as it is rewarding. At Parentline Plus, we're available for parents and carers 24 hours a day, seven days a week through a range of innovative free services.

We are looking for experienced practitioners to provide empathic support to parents who call our free confidential 24 hour Parentline during the night following our practice and procedures. We are recruiting for a 9pm to 1am shift on a variety of days.

You will have demonstrable experience of supporting people in a helping environment either face to face or over the telephone. You will have a professional understanding of family and/or parent support work and be familiar with safeguarding procedures. IT skills are required, both MS Word and Outlook, alongside excellent verbal and written communication skills. The successful candidate will be open minded and work effectively with difficult emotions, using reflective listening with empathy and respect to support parents to make the choices that are right for them.

Please see our website at [www.parentlineplus.org.uk/jobs](http://www.parentlineplus.org.uk/jobs) for a job description, application form and other information. We only accept application forms, which need to be emailed to [recruitment@parentlineplus.org.uk](mailto:recruitment@parentlineplus.org.uk). CVs will not be accepted.

We would prefer that you apply online. However, if you are unable to apply this way please call the HR department on 0207 284 5500 for a paper application pack. If you have any queries about the role please contact Sandra Hiller on 01707 630108

**Closing date: 23rd June 2010. Interview date: 6th July 2010**