

INTERIM SAFEGUARDING SUPPORT OFFICER

CISV International seeks an experienced, enthusiastic and highly motivated person to join our International Office team. This position offers an exciting opportunity for personal and professional development in an international environment to support our safeguarding capabilities during our main programme season. This is a temporary position of 35 hours per week until the end of September 2024. The post holder will have the opportunity to apply for the full-time permanent position which will be advertised during this time. The role is remote based and will report to the International Safeguarding and Risk Management Lead.

ABOUT CISV

CISV International is a global organisation dedicated to educating and inspiring for peace through building intercultural friendship, cooperation and understanding. Founded in 1950, today we are a federation of nearly 65 National Associations with over 200 Chapters or local groups.

Through our innovative, fun, non-formal 'learning by doing' programmes we help our young participants develop to their full potential as future leaders and active global citizens, to make a difference in their communities and the world. We also give them the opportunity to build global friendships and networks that will last them a lifetime.

ABOUT YOU

You have professional experience in safeguarding/child protection/incident management with a strong background in investigation and case management.

You are a professional who can think strategically and work independently with a team of mostly volunteers.

You can be 'hands on', taking the lead on varied and sensitive caseloads.

You are comfortable and confident working with international colleagues and stakeholders at all levels of our organisation.

You have experience of working in a volunteer environment and are comfortable engaging with volunteers.

You have experience of remote working, ideally in an international context, and have the ability to work with people across multiple countries, requiring you to have excellent organisational and intercultural skills.

You are prepared to be patient and flexible.

KEY RESPONSIBILITIES OF THIS POSITION

- To respond to and investigate Safeguarding related incidents
- Analyse IRF reports, escalating cases to the ISRML when required.
- Respond to safeguarding queries that come into the Safety Inbox.
- Record IRFs on the confidential SharePoint system and analyse trends on a monthly basis.
- Support Regional, National and Local Risk Managers with any safeguarding queries or resource needs.
- Support the Governing Board Safeguarding and Risk Management Trustee with any information or data required to inform the Governing Board when required.
- Lead on serious cases (support from National Risk Manager(s)) - includes development of terms of reference, formation of investigation team, interviews, write final report, follow up. Works with International Safeguarding lead in this work. Member of Serious Incident Team for the particular case.
- Provide case management support to national RMs on less serious cases.



- Ensure all cases are appropriately recorded, and archived in a timely manner.
- Contribute to the Management of the case management spreadsheet to ensure timely and appropriate follow-up and case closure.
- Provides clarification of policy content to members and input to policy review when required.

KEY WORKING RELATIONSHIPS

- International Safeguarding and Risk Management Lead.
- Governing Board Safeguarding Trustee.
- Risk Management Support Manager.
- Regional Risk Managers.
- National and Local Risk Managers.
- Regional Manager(s).

KNOWLEDGE AND SKILLS

(E = essential; D = desirable)

Skills:

- Have significant investigation experience (E)
- Understand the safeguarding requirements of the Charity Commission and other statutory bodies (E)
- Organisational skills and experience, especially with working with and motivating volunteer teams remotely/online (E)
- Experience in managing and keeping case management and risk management systems and registers (E)
- Safeguarding/Child Protection (minimum 3 years' experience) (E)
- Incident management related to safeguarding (E)
- Ability to identify best practices in safeguarding and safeguarding protocols in the different regions (E)
- Ability to build relationships, negotiate and influence (E)
- Ability to communicate with globally dispersed groups (D)
- Ability to network with CISV International, the International Office, and stakeholders in the region and other regions (E)
- Ability to see the big picture and understand CISV in the global context (E)
- Relevant qualifications or experience equivalent

Attitude:

- Service orientated/stakeholder focused (E)
- Understanding of volunteer support needs (D)
- Proactive and available (E)
- Supportive and patient (E)
- Challenge constructively and ask questions appropriately (D)
- Commitment to continuous improvement (D)
- Open to new cultures and cultural sensitivity (E)
- Commitment to diversity and inclusion, supporting a diverse workforce (E)
- Share the values of the organisation: friendship, inclusiveness, enthusiasm, engagement and cooperation (E)



HOURS AND LOCATION

Full time until the end of September 2024. This is an interim role to support during the programme season while we recruit a full time, permanent member of staff. The interim post holder will be able to apply for the full-time position. We are seeking someone who can start with immediate effect or has a very short notice period.

CISV International is a volunteer-based global organisation so some work will need to be carried out in the evenings, on weekends and bank holidays although this is kept to an absolute minimum. Time will be given back in lieu if work during this time is undertaken.

The position will be home based, and you must have the ability to have confidential uninterrupted meetings discussing sensitive topics. We are looking for candidates based in the UK or within a two hour time zone of the UK.

SALARY AND BENEFITS

The salary will be pro-rata of £30,000 - £32,000 per annum depending upon qualifications and experience. Annual leave will be pro-rata of 23 days annual leave and Bank holidays.

We value diversity and promote equality. We encourage and welcome applications from all sections of society and are happy to discuss reasonable adjustments and/or additional arrangements as required to support your application.

START DATE

ASAP but ideally no later than the beginning of July 2024

HOW TO APPLY

Please send a copy of your CV and cover letter to recruitment@cisv.org

If you would like to discuss the role please contact Angela Forster, International Safeguarding and Risk Management Lead at angela.forster@int.cisv.org

