

# Childline Practitioner (Twilight)

## Working pattern for a full time (35 hour) contract.

### Working pattern

A Childline Practitioner (Twilight) works a hybrid rota which includes a consistent balance of daytime, twilight and night shifts across a 6-week pattern. This includes weekend working one in every three weeks.

There is built in time for extended weekends and a third of the working days can be done from home. Every Childline Practitioner (Twilight) receives a 10.5% rota allowance on top of their basic salary.

This document shows the pattern for a **35 hour** contract. We are also open to recruiting to positions of 28 hours and 17.5 hours and can discuss individual preferences at interview.

### Shifts

A Childline Practitioner (Twilight) will work the following types of shifts across a 6-week pattern.

|                        |                              |                  |                                         |
|------------------------|------------------------------|------------------|-----------------------------------------|
| Twilight (7pm)         | Twilight shift               | 7pm – 4:15am     | 8hrs 45 mins working day + 30 min break |
| Night (10:15pm)        | Night shift                  | 10:15pm – 7:30am | 8hrs 45 mins working day + 30 min break |
| 9:30am PIB & Serv.Sup  | PIB & Service Support        | 9:15am - 6:30pm  | 8hrs 45 mins working day + 30 min break |
| 10:15am PIB & Serv.Sup | PIB & Service Support        | 10:15am – 7:30pm | 8hrs 45 mins working day + 30 min break |
| Team Dev               | Team Development Day         | Flexible         | 8hrs 45 mins working day + 30 min break |
| Prof. Dev              | Professional Development Day | Flexible         | 8hrs 45 mins working day + 30 min break |
| Vol Support            | Volunteer Support Day        | Flexible         | 8hrs 45 mins working day + 30 min break |

**Twilight and Night shifts** are where you will support the live Childline service from within one of our physical bases. You will be responsible for responding directly to children and young people, supporting volunteers on their contacts and making safeguarding assessments and decisions about any relevant action to take.

In your rota, you will also be involved in supporting our virtual base volunteers to respond to private emails from children and young people (which we call ‘Personal Inbox messages or ‘PIBs’ for short) on **‘PIB & Service Support shifts’**. Whilst on these shifts, you will also contribute to national duty tasks through triaging of new PIBs (placing them in the correct queues to then be answered). All PIB & Service Support shifts are daytime based (to give you a balance of day and night working) and can be done from home (should you wish).

Within your rota, you will also be allocated protected time for **professional development** and **volunteer support** days. These days can be worked at times to suit the individual. You also have a dedicated space for **team development** days with a consistent time agreed (usually daytime) so everyone can come together in person.

### Supporting you to maintain a healthy work/life balance.

The Childline Practitioner (Twilight) role is incredibly important to Childline; through your role you will be there for children and young people when they often feel most alone.

In order to support you in this role, our rota pattern allows for at least two full rest days following any late evening/overnight shifts, and groups together night and daytime working

so there is a healthy flow between shifts. We encourage hybrid working opportunities and in addition to PIB & Service Support shifts, volunteer support and professional development days can also be done remotely should you wish.

### Example rota pattern

The following shows an example pattern for a 35 hour Childline Practitioner (Twilight).

| Week # | M                      | T                     | W                     | Th                     | F               | S               | Su              |
|--------|------------------------|-----------------------|-----------------------|------------------------|-----------------|-----------------|-----------------|
| Week 1 | 10:15am PIB & Serv.Sup | Vol Support           | 9:30am PIB & Serv.Sup | Vol Support            |                 | Twilight (7pm)  | Twilight (7pm)  |
| Week 2 |                        |                       | Night (10:15pm)       | Night (10:15pm)        | Night (10:15pm) |                 |                 |
| Week 3 | Twilight (7pm)         | Twilight (7pm)        |                       |                        | Team Dev        |                 |                 |
| Week 4 | Prof. Dev              | 9:30am PIB & Serv.Sup | Prof. Dev             | 10:15am PIB & Serv.Sup |                 | Night (10:15pm) | Night (10:15pm) |
| Week 5 |                        |                       | Twilight (7pm)        | Twilight (7pm)         | Twilight (7pm)  |                 |                 |
| Week 6 | Night (10:15pm)        | Night (10:15pm)       |                       |                        | Team Dev        |                 |                 |

There is additional flexibility where capacity exists, to allow for staggered starts on the twilight shifts (for instance, the chance to start later at 9pm), or to allow swaps between colleagues who may have a preference for the overnight shifts or twilight shifts in general.