

CONSULTANT QUALITATIVE RESEARCHER - CORE QUALITY STANDARDS GOOD PRACTICES

We are looking for an experienced researcher with expertise in qualitative research methodology and knowledge in children's rights, and child safeguarding, to lead the process with our network to gather good practices relating to Child Helpline International's Core Quality Standards for Child Helplines.

INFORMATION ABOUT THE ORGANISATION

[Child Helpline International](#) is a global network of child helplines, 155 Child Helpline Members in 133 countries and territories around the world (June 2023). We coordinate information, viewpoints, knowledge, and data from our child helpline members, and from partners and other external sources. This exceptional resource is used to help and support child protection systems globally, regionally, and nationally, to help our members advocate for the rights of children and amplify their voices.

THE CORE QUALITY STANDARDS FOR CHILD HELPLINES

The Core Quality Standards for Child Helplines (CQS) are a framework to guide child helplines, donors, members states, and partners toward developing and adequately resourcing the services and operations that will provide children and young people in need with high-quality responses. They also provide Child Helpline International with a clear and meaningful way to understand the needs of our members and further our understanding of the gaps in capacity, to improve our support and learning opportunities for our members. The core qualities of child helplines as per the CQS include that they are rights-based; advocates for children; facilitators of meaningful child and youth participation; reliable; safe; accessible; child-centred; accountable; and responsibly and effectively operated in emergency settings.

TASKS

Over the course of the rest of 2023, we will be developing resources and learning opportunities for members on the CQS, with the aim of building the capacity of our members to further develop and improve their CQS self-assessment scores. These learning resources will be based on existing CQS self-assessment results, theoretical expertise and good practices harnessed from our network.

As part of this, we will conduct focus groups to provide an opportunity for child helpline practitioners to share their insights, experiences, and perspectives on the identified practices, and to provide feedback on their relevance and effectiveness in real-world settings. The aim is to gather feedback from a diverse range of practitioners who work in different contexts and regions to ensure that the good practices identified are relevant and applicable across different settings.



The main activity for this consultancy is to facilitate these focus groups. The tasks include:

- To conduct focus groups on principles of the Core Quality Standards to gather information from practitioners who work in the field of child helplines to help identify which practices, already identified, can be considered good practices. You will facilitate these focus groups and structure them so that each quality standard is comprehensively covered. CQS 1 (Rights-based), CQS 4 (Reliability) and CQS 9 (Responsible Operated in Emergencies) will be covered.
- To produce reports on the findings of the focus groups.
- To take part in the Core Quality Standards Working Group to share findings and insights.
- To advise on literature & child helplines' documents review aimed at identifying best practices that are being conducted by other members of the Core Quality Standards Working Group

EXPERTISE AND REQUIREMENTS

We are looking for a highly skilled professional, who has the following experience and knowledge:

- Relevant post-graduate degree in social sciences, international development or related field.
- Significant documented experience in conducting qualitative and quantitative research, with expertise in focus groups and preferably in a multi-cultural and resource diverse context.
- Strong knowledge about children's rights and child protection.
- Knowledge of the work of child helplines, ideally direct experience.
- Excellent conceptual and writing skills
- Living and have a valid work permit in the European Union. This is a non-negotiable requirement.
- Excellent online, remote communication and collaboration skills with a range of different stakeholders.
- Systematic approach with ability to be flexible.
- Fluent in English. French, Spanish or Arabic is a plus, but not a requirement.

PERSONALITY-WISE, WE ARE LOOKING FOR:

- A proactive and optimistic team worker who takes pride in delivering high quality work and who is comfortable taking initiative and leadership around quality.
- A reliable and thorough person who places importance on both the bigger picture and the details.
- An analytical and critically thinking mind who seeks to solve problems proactively and collaboratively.
- An excellent communicator and collaborator who can consult with and find common ground with stakeholders who all come from different perspectives.

ESSENTIAL INFORMATION

- The role is 25 days over a 4-month period from September – December 2023.
- Ideal start date is 4 September 2023



- You will be reporting to the Quality Lead.

This role is partly funded by the European Commission's CERV-Programme, under our CHIQUAL project.

REMUNERATION

Euro 325.00 gross per day, of 8 hours per day, inclusive of all taxes

HOW TO APPLY

We are accepting applications until Monday 28 August 2023. Please send your CV and a short letter of motivation (in English) to Angharad Wells at angharad@childhelplineinternational.org.

At Child Helpline International we are committed to creating a diverse, inclusive environment and equal opportunities. All qualified applicants will receive consideration for employment without regard to race, ethnicity, religion, gender, gender identity or expression, sexual orientation, national origin, genetics, disability or age.