

<b>Abuse helpline employee</b>	
<b>Position Name</b>	<b>Abuse helpline employee</b>
<b>Role Description</b>	Practitioner receiving calls, reporting abuse cases, and informing relevant entities / authorities to act
<b>Typical Roles and Responsibilities</b>	<ul style="list-style-type: none"> <li>• Answer the abuse helpline in a compassionate and professional manner</li> <li>• Assess participant needs and provide supportive advocacy, information, referrals and peer support as needed</li> <li>• Initiate corrective action by informing the relevant authorities about the situation</li> <li>• Stay abreast of community resources and coordinated community responses</li> <li>• Maintain a level of comfort and ability around basic technology (email, databases, etc.)</li> <li>• Collect relevant information on all calls and maintain proper records of caller's needs, situation and options discussed</li> </ul>
<b>Key Competencies</b>	
<b>Science and practice supporting holistic early childhood development</b>	Understand impact of early years and importance of addressing child's holistic development
	Apply evidence-based strategies for promoting child and family development (incl. appropriate use of technology)
	Demonstrate understanding of individual differences and fluctuations in children's development and learning that must be responded to reflectively and appropriately
	Use appropriate tools and techniques to assess child development; organizing results so information can be used for further assessment and planning purposes in providing timely care and interventions
	Interact with kindness, warmth and care, expressing respect, appreciation and understanding of individual needs; creating a healthy, welcoming and age-appropriate environments for them
	Understand and demonstrate respect for processes, protocols and procedures for protecting privacy and confidentiality of the children, respective families and colleagues
<b>Child wellness: health, nutrition, and safety</b>	Familiar with science regarding healthy early childhood development and use of strategies with children and their parents to support physical growth, emotional well-being, and adequate nutrition
	Understand the influence of adverse childhood experiences on life-long health and social consequences
	Familiar with child protection laws, policies and protocols for reporting child neglect, abuse, exploitation or exposure to violence; taking adequate actions when children are under similar kinds of threat
	Aware of safety issues that affect children and factors and practices that reduce or increase risk to child safety and able to provide first aid / CPR procedures
	Promote home and community safety in partnership with parents across all spaces to prevent unintentional injuries, disease, or death of the child
<b>Family and community</b>	Understand the critical importance of the family environment (physical, social...) for child's wellbeing overall development, functioning, and learning
	Aware of the importance of high-quality interactions between parents and the child, and between practitioners and parents; able to interact with parents in a timely, transparent, respectful, and accountable manner
	Establish relationships with parents based on mutual understanding, trust and cooperation; using effective strategies to engage family members with diverse backgrounds using a variety of ways to communicate (e-mail, phone...)
	Listen to and involve parents in all decisions regarding the child's safety, healthy development and learning; creates opportunities for parents to strengthen their parental skills
	Aware of community resources to support child and family development and functioning and accordingly able to partner effectively with key stakeholders

<b>Diversity and inclusion</b>	Treat all children and their families with fairness, empathy, understanding, dignity and respect; understanding how discrimination based on diversity can impact lives and prospects of children
	Adapt practices, communication and services to reflect each child's and family's characteristics, strengths, beliefs and special needs
	Use different strategies to make each child and family feel welcomed and respected regardless of their background, language, socio-economic status, ability or gender
	Address own biases toward children, families and communities to avoid stereotypical or judgmental reactions and to advance child's development
<b>Professionalism and professional growth</b>	Identify proudly as an ECD professional and promote professional and personal integrity in all interactions, while aware of relevant professional code of conduct for their profession, if applicable
	Use professional competencies and standards for ECD practitioners as guidance for own professional development and as a continuous learning process
	Familiar with effective and evidence-based strategies and tools for improving the quality of their practice and aware of Abu Dhabi's ECD practitioner competencies and standards
	Apply information from professional meetings, seminars, workshops, as well as print and digital resources to stay abreast of and deepen professional knowledge
<b>Coordination across practitioner roles and professional settings</b>	Cooperate and coordinate with others to facilitate children's and families' access and transition to services to support overall child and family development and well-being
	Familiar with variety of practitioner roles across ECD services; cooperating and coordinating with them for joint planning, service delivery and evaluation of outcomes to support child and family development and well-being
	Demonstrate collegiality and is respectful of each other's functions, responsibilities, strengths, skills and expertise when working with other practitioners
<b>UAE culture and heritage</b>	Aware of the UAE's heritage, culture and Islamic values; demonstrating appreciation and respect in interactions
	Aware of the diverse cultures, religions, traditions, ethnicities and races that live in the UAE; showing sensitivity while communicating and engaging with the UAE community and promoting core values