

## POSITION DESCRIPTION

<b>Position Title:</b>	Intake and Support Line Counsellor Social, Community, Home Care and Disability Services Industry Award 2010 Level: 4
<b>Location:</b>	<b>South East Queensland</b>
<b>Employer:</b>	Bravehearts
<b>Terms:</b>	Casual
<b>Reports to:</b>	Intake Coordinator



### **Our Vision**

To make Australia the safest place in the world to raise a child.

### **Mission Statement**

Our Mission is to prevent child sexual assault in our society.

### **Guiding Principles**

Our Guiding Principles are to, at all times, do all things to serve our Mission without fear or favour and without compromise and to continually ensure that the best interests and protection of the child are placed before all other considerations.

### **PURPOSE OF POSITION:**

The Intake and Support Line Counsellor is Bravehearts frontline service for the community. The main role is to be the first point of contact for our service to help identify and address the caller's needs. The role collects relevant information pertaining to children, young people, adults and families who have been affected by, or at risk of being affected by child sexual assault, and who would like to undertake counselling at Bravehearts or who would like to be referred to a more suitable service.

The role also acts as a referral point to other services provided by Bravehearts i.e. Case Management, Turning Corners, Education and Training as well as other enabling functions of the Bravehearts business.

### **PRIMARY DUTIES AND RESPONSIBILITIES:**

The role will have particular responsibility in the following areas:

- Answer incoming telephone calls and ascertain best response.
- Telephone Screening callers for suitability to the Bravehearts counselling and case management services.
- Provide callers with relevant information about services offered both internally and outside of Bravehearts service scope and operational locations.
- Assessing level of risk for callers with a strong focus on identifying any child protection concerns and/or suicide risk.
- Reporting information about callers and their level of risk to relevant authorities e.g. Child Protection authorities, Health professionals, Police ( as per Bravehearts Child Protection and Mandatory Reporting policies)
- Entering caller information into the Bravehearts Service Register System (SRS).
- Provide **b**Brief solution focused therapeutic telephone intervention when required.
- Maintain accurate and timely recordings of caller phone contact (including statistics).
- Attend regular supervision and professional development meetings.
- Attendance at conferences/meetings/Bravehearts functions – as requested
- Meet and where possible exceed agreed personal Key Performance Indicators.
- Participate in bi-annual Planning and Support Sessions (PASS)
- Participates in self-care activities
- Work as part of a team to continuously improve service delivery and to attain Bravehearts mission.

### **Term of Appointment:**

As per contract agreement.

This role is a recognised 'Career at Bravehearts' entry position.

### **Reporting Relationships**

The Intake and Support Line Counsellor reports directly to the Intake Coordinator

### **Personal Specifications:**

#### **Qualifications/Experience:**

- A completed University level graduate qualification in Psychology, Counselling or Social Work or a related field is essential. Diploma level qualifications or less will not be considered.
- Eligible for registration and/or membership with governing body of profession (Psychologist Registration Board of Queensland, Australian Counselling Association, Australian Association of Social Workers, Australian Psychological Association)
- Experience in, and ability to effectively communicate therapeutically with callers who may present in a heightened emotional state.
- Ability to communicate effectively (written and oral).
- Ability to plan and manage time effectively.
- An understanding of the issues of people impacted by child sexual assault and trauma.
- An understanding of working within a mandatory reporting practice.
- If interested in further counselling or case management career at Bravehearts, a willingness to procure a Medicare Provider Number/Mental Health Accreditation if requested.

#### **Personal Qualities:**

- The appointee needs to possess personal qualities of integrity, sound judgement, empathy, and respect for individuals.
- High levels of verbal and written communication, as well as well-defined negotiation and mediation skills.
- The capacity to work enthusiastically within the parameters of the Bravehearts mission and philosophy and to its vision for an optimum contribution to the lives of children and young people who have been affected by Child Sexual Assault, and primary caregivers.
- Principles of social justice will underpin the appointee's practice.
- Must have or be willing to apply for a Working with Children Check (Blue Card) and National Police Certificate.
- Candidates must possess a drivers licence and willingness to travel (if required within role).

#### **Skills and Abilities:**

- Telephone counselling skills.
- A sound understanding of the effects of child sexual assault on the individual, family, interpersonal, and societal level.
- Excellent written and verbal communication.
- Ability to work well within a team environment.
- Exceptional organisational skills.
- Intermediate use of Microsoft office suite and keyboard skills.

I, \_\_\_\_\_ acknowledge that I have no past or pending convictions or allegations in relation to harming a child or acting inappropriately toward them nor have I ever deliberately harmed a child or acted inappropriately toward them. I have read, agree and understand my position description. I declare that there is no medical or other condition which would stop me from undertaking the duties listed.

Signed: \_\_\_\_\_

Date: \_\_\_\_\_