

Position Description	
<b>Position Title:</b>	<b>Telephone Counsellor</b>
<b>Award:</b>	Social, Community, Home Care and Disability Services Industry Award 2010
<b>Classification:</b>	Social and Community Services Worker Level 5
<b>Tenure Status:</b>	Ongoing, subject to funding
<b>Hours of work:</b>	Between 21 and 30 hours per week (3 or 4 days) to be worked between the hours of 9.00am and 8.00pm. Hours or days of work may be varied temporarily or permanently due to operational requirements, funding agreements and/or service delivery demands.
<b>Position Location:</b>	PANDA's North Fitzroy Office
<b>Position Statement:</b>	This position is responsible for the provision of risk management, counselling, information, support and referral services in PANDA Helpline programs: <i>National Perinatal Anxiety &amp; Depression Helpline</i> or <i>Intensive Programs</i> as allocated.
<b>Reports to:</b>	<i>Helpline Services Coordinator</i> , and ultimately <i>National Services and Programs Manager</i>
<b>Supervisor to:</b>	No supervisees
<b>Collaborates with:</b>	All members of PANDA's staff and PANDA's Volunteer Telephone Support Workers.
<b>Conditions of Recruitment:</b>	Police check, referee check and interview against selection criteria.

Organisational Context:
<p><b>PANDA's Vision</b> A community where perinatal depression and anxiety are recognised and the impact on women, men and their families is minimised.</p> <p><b>PANDA'S Mission</b> To reduce the impact of perinatal anxiety and depression - through information, awareness raising and services.</p>

Key Responsibilities
<ul style="list-style-type: none"> <li>• Provide the services of the Helpline Programs, including incoming and outgoing calls and email requests for support, information and referral to women, men, their families and friends affected by perinatal depression and anxiety.</li> <li>• Provide incoming call triage and allocation to <i>Volunteer Telephone Support Workers</i> following Helpline protocols.</li> <li>• Provide support and mentoring to <i>Volunteer Telephone Support Workers</i> as needed and under the direction of the <i>Helpline Services Coordinator</i> or <i>Helpline Volunteer Program Coordinator</i>.</li> <li>• Conduct caller needs evaluation and risk assessment according to PANDA's specialist perinatal BPS and Risk Framework, practice models, policies and procedures.</li> <li>• Provide education for callers regarding perinatal anxiety and depression.</li> <li>• Develop and inform callers of referral pathways, support interventions and resources to maximise outcomes for recovery and family wellbeing.</li> <li>• Provide secondary consultation to health professionals regarding the issues related to perinatal anxiety and depression.</li> </ul>

- Record and maintain caller records and statistical data: SRS
- Contribute to the development and maintenance of the Services Database through identification of gaps and available services, in accordance with PANDA's database policies and procedures.
- Participate in clinical supervision.
- Contribute to ongoing improvement of service delivery on the *National Perinatal Depression Helpline and Intensive Programs*.

## Key Selection Criteria

### Essential:

1. Tertiary qualification in social sciences, social work, psychology, or counselling or a related field.
2. Minimum of 1 year **post qualification** experience in the provision of counselling including assessment of risk, working with complex needs and undertaking crisis interventions.
3. Previous experience in Telephone Counselling
4. Sound understanding of the mental health system
5. Understanding and knowledge of the emotional and mental health needs of new parents and infants specifically related to perinatal anxiety, depression and other mental illnesses
6. Commitment to cultural awareness and competence in service provision with CALD and indigenous communities
7. Demonstrated high level of written and oral communication skills
8. Demonstrated high level of computer literacy including use of database and data collection software
9. Commitment to accessing and utilising supervision to maximise positive client outcomes and ensure ongoing professional development
10. Excellent time management skills and demonstrated capacity to use initiative and prioritise competing demands within the Helpline context

### Desirable:

1. Demonstrated knowledge of best practice in Helpline services
2. Experience working with a volunteer workforce

### Personal Attributes:

1. Excellent interpersonal skills including warmth, empathy and managing conflict
2. Ability to work autonomously, take direction, and contribute as a valued member of the team
3. Highly developed organisational skills and strong detail focus

### Conditions of Recruitment:

- Application and interview against selection criteria and appropriate referee checks
- Appointment to this position is dependent upon successful completion of a relevant criminal history record check
- The successful applicant must abide by the PANDA code of conduct, policies and procedures
- The successful candidate must have the right to work in Australia

### Salary Package:

- This position is paid in line with SACS Award, Level 5, Salary range approx. \$ 65 – 67,000 (pro rata)
- 9.5% Superannuation
- Generous Salary Packaging available
- 17.5% annual leave loading

July 2017