

Position Description:

Switchboard W|Respect After Hours Helpline worker

About Switchboard Victoria (Inc.):

Switchboard Victoria is a community based not for profit organisation that provides a peer based, volunteer driven support services for Lesbian, Gay, Bisexual, Trans and gender diverse, Intersex, Queer, Asexual and more (LGBTIQ+) people and their friends, families and allies.

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| Title: | W Respect After Hours Helpline worker |
| Organisation: | Switchboard Victoria (Inc) |
| Employment Type: | Part time – working to a roster – hours to be negotiated 24 month contract - with the intention of ongoing pending funding |
| Classification /Remuneration | Social and Community Services Employee, Level 4 Pay Point 1 to 3 as per the <i>Social, Community, Home Care and Disability Services Award 2010</i> Plus, tax benefit from salary sacrifice package of up to \$15,899 |
| Location: | Melbourne CBD till June 2020 – June 2020 onwards St Kilda |
| Reports to: | CEO |
| Direct reports: | None |

About w|Respect:

W|Respect is a specialist integrated LGBTIQ family violence service. It is a prevention, early intervention and tertiary specialist service for LGBTIQ people and families including their children, who experience or perpetrate family violence.

W|Respect provides:

- Counselling, case management and recovery programs for LGBTIQ victim/survivors of family violence.
- Programs for LGBTIQ people using violence with the goal that they stop using violence and abuse.
- Expertise and secondary consultation to agencies who have been the primary contact in LGBTIQ Family violence cases such as the police and courts, early childhood and other education providers, primary health and hospitals, maternal and child health and peri-natal services, AOD and mental health providers, child protection, and integrated and specialized family services.
- W|Respect is not a crisis response service – people in immediate danger should contact 000

The service does intake Monday – Fri 9-5pm and provides an after-hours service on Wed from 5-11pm and Sat and Sun from 10am – 10pm.

W|Respect Helpline staff:

Helpline staff offer non-judgmental, empathic and person focused support in line with W|Respect and Switchboard policies and procedures and training. Helpline staff will be responsible for responding to complex situations including callers with suicidal ideation, child protection matters and Family and Intimate partner violence. Helpline staff will be responding to people experiencing Family and or Intimate Partner violence and people who are using violence.

Helpline staff will work with a Team Leader on shift who will oversee their work and provide support, supervision and referral pathways.

Shifts are currently wed Nights and Weekends. These times maybe subject to change. Shifts are rostered in 3-month blocks.

Helpline worker Duties:

Provide telephone support, information and referrals

- Work within intersectional feminist, anti-racist, anti-oppressive organisational guidelines and practice framework.
- Staff the after-hours service during designated shifts
- Provide the services of the after-hours helpline including incoming and outgoing calls using the organizational guidelines and practice framework
- Utilize a strengths based, client focused and harm minimization approach in interactions with callers.
- Manage frequent callers within organizational guidelines and practice framework
- Recognise and respond appropriately to callers in crisis using risk assessment tools according to organizational guidelines and practice framework

Use and maintenance of databases and resources

- Maintain appropriate confidential records for each contact by entering call information in line with organizational guidelines and practice framework.
- Record basic statistical information in the contact database for each call.
- Develop and inform callers of referral pathways, support and resources.

Participate in team meetings and debriefing/supervision

- Work in a professional manner following the organizational code of conduct including respecting the diversity of volunteers and staff teams, stakeholders and service users.
- Attend team meeting, specific training and supervision as required and keep up to date with any materials emailed or sent out as part of the ongoing development and debrief processes.
- Participate in communications to feed information and feedback up and down to help inform planning, program reviews and policy and practice
- Work as a part of a team alongside the peer supporters in the Qlife Teleweb service.
- Participate in post call discussions with other staff and volunteers on shift.
- Participate proactively in the formation of rosters.
- Other duties as directed by Team Leader.

Selection criteria:

1. Identify as a member of the LGBTIQ+ communities
2. Tertiary qualifications or equivalent experience in counselling, social work, psychology or similar.
3. Experience in the provision of telephone or web support, information or referral services, or other brief one off or short-term client centered support services.
4. Experience in working with the Family and Intimate partner violence service delivery sector
5. Commitment to cultural awareness and competence in service provision with CALD and First Nations communities
6. Excellent organisation and communications skills including demonstrated skills and ability to communicate effectively and sensitively with people who identify as LGBTIQ+.
7. Understanding of the issues impacting LGBTIQ+ people, their families and communities including social determinants of mental health, Family and Intimate partner violence within communities and the prevalence of suicidal ideation.
8. Commitment to utilizing supervision to maximize positive outcomes for callers and ensure ongoing professional development.
9. Demonstrated ability to be self-directed, to work independently and as part of a team
10. Able to work evenings and weekends

Desirable

Completion of ASIST training in the last 2 years

Demonstrated knowledge of best practice in helpline services

Conditions of recruitment

Application and interview against selection criteria and appropriate referee checks

Appointment upon successful completion relevant National Police Check and Working with Children Check. The successful application must abide by the Switchboard code of conduct and policies and procedures. The successful candidate must have a right to work in Australia.

How to apply for this job

Please apply with a resume and cover letter addressing the Selection Criteria and highly desirable criteria. Written applications are to be emailed to: admin@switchboard.org.au using the subject line: After Hours Helpline worker

If Applications do not address the selection criteria applicants will not be considered.
For more information on the role please contact Libby Jamieson

Applications close: Midnight Sunday July 7 2019
Contact: Libby Jamieson, Teleweb Manager
Email: telewebmanager@switchboard.org.au
Website: www.switchboard.org.au
Phone: 03 9663 2474.