Position Description

<table>
<thead>
<tr>
<th>Position</th>
<th>Counsellor - National Helpline</th>
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<tbody>
<tr>
<td>Award</td>
<td>Social, Community, Home Care and Disability Services Industry Award 2010</td>
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<tr>
<td>Classification</td>
<td>Social and Community Services Worker Level 5</td>
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<td>Tenure Status</td>
<td>Fixed Term (end date 28 Feb 2021 and 30 August 2021 with a possibility to extend) and casual.</td>
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<td>Hours of work</td>
<td>Fixed Term - Up to 21 hours per week to be worked between the hours of 9:00am and 8:00pm Monday to Friday as PANDA’s current business hours. Recent short term funding to operate on Saturdays and Public Holidays 9:00am-8:00pm. The part time role has a fixed roster. Hours or days of work are rostered and may be varied temporarily or permanently due to operational requirements, funding agreements and/or service delivery demands. Casual roles based on operational requirements.</td>
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<td>Position Location</td>
<td>Primarily located at PANDA’s North Fitzroy Office, however due to COVID-19, the role will be operating remotely. Once restrictions have been lifted, there is an expectation for this role to work both onsite and offsite per PANDA’s policy</td>
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<td>Position Statement</td>
<td>PANDA’s National Helpline is the only national phone based specialist perinatal mental health provider in Australia. Funded by the Commonwealth Department of Health, it offers a range of free and accessible inbound and outbound services that are aligned with the stepped care model. The services offered through the National Helpline include: an intake, needs and risk assessment, brief intervention, counselling and support, crisis intervention, referral and service navigation, and advocacy and care coordination. PANDA’s National Helpline has a dual workforce of professional counsellors and peer support volunteers (PSVs) working collaboratively to provide support to expecting and new parents. This position is responsible for the provision of intake, risk management, counselling, information, support and referral services with PANDA’s National Helpline (Counselling and Intake Program). The incumbent may be required to also provide similar services to the other Helpline Programs as needs arise or as directed</td>
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<td>Reports to</td>
<td>Fixed Term - Team Supervisor and ultimately Helpline Services Coordinator</td>
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<td></td>
<td>Casual – Helpline Services Coordinator</td>
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<td>Liaises with</td>
<td>All members of PANDA’s staff and Peer Support Volunteers</td>
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Key Responsibilities

- Conduct incoming and outgoing contacts that are in line with the PANDA Helpline Service Model. This includes, though is not limited to, triage/intake, support, counselling, information, crisis intervention, service navigation and referral to expecting and new parents their families or supports affected by perinatal anxiety and depression and other perinatal mental health and wellbeing matters.
- Conduct caller needs and risk assessments according to PANDA’s specialist perinatal Biopsychosocial (BPS) and Risk Framework, practice models, policies and procedures.
- Provide psychoeducation for callers regarding perinatal anxiety and depression and other perinatal mental health and wellbeing matters.
- Develop and inform callers of referral pathways, support interventions and resources to maximise outcomes for recovery and caller, infant and family wellbeing.
- Provide secondary consultation to health professionals regarding the issues related to perinatal anxiety and
depression and other perinatal mental health and wellbeing matters.

- Record and maintain caller records/statistical data using client management systems.
- Participate in clinical supervision and group reflective practice.
- Collaborate with colleagues and supervisors including professional counsellors and volunteers across all of the National Helpline Programs in the provision of Helpline Services.
- Ensure callers that require a different level of support from within the team are supported to transition to another team member, as and when required.
- Actively support PANDA's purpose, values, mission, strategic vision and contribute to organisational wide activities as appropriate.

**Key Selection Criteria**

**Essential:**

- Tertiary qualification in social work, psychology, mental health nursing, occupational therapy, counselling.
- Membership or eligibility for membership to relevant professional body - AASW, AHPRA, APS, ACMHN, PACFA.
- Minimum of 2 years experience in mental health and/or the provision of counselling including assessment of risk, working with complex needs and undertaking crisis interventions.
- Sound understanding of the mental health system in Australia.
- Understanding and knowledge of the emotional and mental health needs of new parents and infants specifically related to perinatal anxiety, depression and other perinatal mental health concerns.
- Commitment to supporting diversity and cultural awareness and competence in service provision with CALD, Aboriginal and/or Torres Strait Islander and LGBTQI+ communities.
- Demonstrated high level of written and oral communication skills.
- Demonstrated high level of computer literacy including use of clinical record databases and Microsoft Office Suite.
- Commitment to accessing and utilising supervision to maximise positive client outcomes and ensure ongoing professional development and accountability.
- Excellent time management skills and demonstrated capacity to use initiative, respond to direction and prioritise competing demands within a busy Helpline context.

**Desirable:**

- Previous experience in telephone counselling and helpline services.
- Previous experience in perinatal mental health.
- Previous experience in triage/intake.
- Experience working with a volunteer workforce.

**Personal Attributes:**

- Excellent interpersonal skills including warmth, compassion and self-management skills.
- Ability to work autonomously, take direction, and contribute as a collaborative member of the team.
- Highly developed organisational skills and strong detail focus.

**Please address the following before the interview:**

- Do you have the unrestricted legal right to live and work in Australia?
- There are casual and part time roles available, please select which you are interested in.
- If successful, when would you be able to commence?
- This role involves a mix of regular daytime (Mon- Fri, eg 9:00am-4:30pm/10am – 5.30pm and Saturday/Public Holidays 9:00am-1530) and afternoon (Mon- Fri, 11.30am – 7pm/12:30pm-8:00pm and Saturday/Public Holidays 1:30pm-8:00pm) shifts as part of a weekly roster. The part time role has a fixed roster. If successful, what are your available days/hours of work? (please select all that apply)

**The successful applicant**

Successful appointment to this role will require the following:

- Submission of application, an interview against selection criteria and appropriate referee checks.
- Criminal history record check.
- Must have the right to work in Australia.
- Must abide by the PANDA code of conduct, policies and procedure.

Why PANDA
- The positions are paid in line with SCHADS Award, Level 5. Salary for part time approx. $80,296 - $83,931 (pro rata).
- 9.5% Superannuation.
- Generous Not for Profit Salary Packaging available.
- 17.5% annual leave loading.
- Comprehensive on boarding induction and training.
- Flexible working arrangements.
- Inclusive, supportive, friendly and positive team culture.
- Access to Professional Development and supervision.
- Career Progression.
- Access to Employee Assistance Program.
- Working in a rich learning environment among specialists in the field of perinatal mental health.

Updated Sep 2020