

| Position Description | |
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| Position Title: | Telephone Counsellor |
| Award: | Social, Community, Home Care and Disability Services Industry Award 2010. |
| Classification: | Social and Community Services Worker Level 5 |
| Tenure Status: | Ongoing |
| Hours of work: | <p>From 14 hours per week – actual hours of work to be negotiated. Each shift is 7 hours long. Hours will be rostered between Monday to Sunday 9-8pm. Preference for those who are able to work weekday evening shifts, public holidays and weekend shifts.</p> <p>Hours of work may be varied (through mutual agreement) temporarily or permanently due to operational requirements, funding agreements and or/or service delivery demands.</p> |
| Position Location: | <p>PANDA's office is located in North Fitzroy.</p> <p>Flexible or remote working options may be negotiated.</p> |
| Reports to: | Team Supervisor – Clinical |
| Supervisor to: | None |
| Liases with: | All staff from across the organisation (employed and volunteer) |
| Authorities and Delegations: | |

PANDA's Purpose

PANDA supports women, men and families across Australia affected by emotional and mental health difficulties during pregnancy and in the first year of parenthood. PANDA operates Australia's only National Perinatal Mental Health Helpline for individuals and their families to recover from perinatal mental illness such as anxiety and depression, which affects up to one in five expecting or new mums and one in ten expecting or new dads.

PANDA's Service Delivery

PANDA currently receives both Commonwealth and State government funding to deliver a range of services to families affected by perinatal mental health challenges and to provide education to professionals and the community. PANDA also undertakes a range of fundraising activities, generating additional funds required to maintain and improve services and programs.

PANDA's Vision

A society where perinatal mental health is valued and understood and where stigma and systemic barriers to seeking help no longer exist.

PANDA's Values

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| Accountability | We take responsibility for our actions and are accountable to each other and our stakeholders for our performance and integrity. |
| Collaboration | We work collaboratively with others to share knowledge, skills and experiences. |
| Effectiveness | We strive to be effective, make the best use of resources and encourage innovation. |
| Equity | We are committed to overcoming discrimination and disadvantage and promote fair and just access to services and information. |
| Integrity | We act with integrity and honesty and are guided by ethical and moral principles in all that we do. |
| Respect | We treat people with respect and dignity at all times. |

About this position

This role will predominantly operate within PANDA's helpline services providing direct clinical and counselling support to expecting and new parents, as well as their supports. This role will form part of a team of clinicians, counsellors and peer support volunteers, and will be supported by a team of clinical and peer supervisors. The incumbent will be expected to work within a set roster as per the helpline's operating hours. Contributing to PANDA's non- helpline activities i.e. clinical education and training, and resource development is also expected of this role.

Key Responsibilities

Across the organisation, we pride ourselves on being a workplace of choice where all staff are trusted to undertake their roles in a safe and collaborative environment, both virtually and face-to-face.

This position has a number of key responsibilities:

- Provide incoming and outgoing phone based clinical service delivery to expecting and new parents as well as their families and supports (including health professionals) affected by perinatal mental health difficulties. Clinical service delivery provided include though is not limited to the following:
 - Triage and intake
 - Counselling (single or multiple session)
 - Psychoeducation
 - Resource and information
 - Crisis intervention
 - Service navigation and referral
 - Secondary consultation
 - Care coordination
- Apply sound clinical and risk assessment in all aspects of service delivery aligned with PANDA’s processes, evidence based frameworks and practices and industry standards.
- Ensure understanding and adherence of individual and organizational workplans, targets and KPIs.
- Record and maintain client records using PANDA’s client record systems in a timely and accurate manner.
- Utilize systems and infrastructure required in all aspects of service delivery across all helpline services which include but not limited to, Service Record System (SRS), Salesforce, Microsoft Teams and Outlook, Genesys phone system, and Litmos (Learning Hub).
- Contribute in the development, implementation and continuous improvement of PANDA’s clinical and peer support practices, infrastructure and systems by being an active member of a team.
- Promote all aspects of PANDA’s helpline services ie. clinical and peer support, and collaborate with all clinical and peers support staff to ensure that all clients who are assessed to be requiring support from PANDA can be supported to move through our helpline programs that is aligned with the stepped care model.
- Support all clients to access PANDA’s other (non-helpline) services as appropriate which include, clinical education and training, the Learning Hub, PANDA resources.
- Participate in the continued development and delivery of PANDA’s non-helpline services
- Commit to currency in practice through regular participation in professional development opportunities such as but not limited to trainings, clinical supervision/line management support, group reflective practice, meetings and practice discussions.
- Contribute to new staff training and induction as required
- Actively support and uphold PANDA’s purpose, values, mission, strategic vision
- Undertake other duties as delegated by your manager

Key Selection Criteria

Essential

Qualifications and Experience

- Tertiary qualification in mental health nursing, social work, psychology, occupational therapy, and/or counselling.
- Membership or eligibility for membership to relevant professional body - AASW, AHPRA, APS, ACMHN, PACFA.

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| | <ul style="list-style-type: none"> • Minimum of 2 years experience in mental health and/or counselling, including assessment of risk, working with complex needs and undertaking crisis interventions. <p>Knowledge</p> <ul style="list-style-type: none"> • Understanding and knowledge of the emotional, transitional and mental health difficulties and needs of new and expecting parents, and their infants • Sound understanding of evidence-based frameworks, legislations and service standards that underpin mental health practice (both clinical and peer support) , as well as the mental health system in Australia • Knowledge of the national perinatal and generalist referral pathways and support options • Understanding of the importance of data to both evidence services delivered for the caller and the need for PANDA’s supports more broadly for the Australian community <p>Skills</p> <ul style="list-style-type: none"> • Teamwork: The ability to operate as an active member of a team. Able to collaborate, work effectively with colleagues, share own knowledge and experience but also respect the diverse perspectives, skills, and backgrounds of colleagues. • Interpersonal Relations: Strong ability to build and maintain positive internal and stakeholder relationships. Ability to negotiate and manage conflict with fairness and respect as they arise. • Communication: Excellent written and oral communication skills. Proficiency in completing client records in an efficient and accurate manner. • Organisation and decision making: The capacity to analyse information i.e. client related or operational and decide next course of action using sound clinical judgement. Prioritise and manage own time to ensure agreed course of action is enacted in a timely and efficient manner. • Person-centred: The ability to identify and respond to the needs of the community in service delivery and development. Commitment to supporting diversity and cultural awareness and competence in service provision with culturally and linguistically diverse, refugee, Aboriginal and/or Torres Strait Islander and LGBTQI+ communities. An understanding of clients’ rights and responsibilities, health promotion and community participation concepts and the ability to integrate these concepts into action within the service delivery. • Administration: Strong administrative skills and computer literacy (particularly use of MS Office suite). Strong attention to detail and commitment to effective data collection and documentation to support quality and service development with a strong experience in using databases and client record and data collection systems <p>Availability</p> <ul style="list-style-type: none"> • Available for rostered shifts to cover |
| Desired | <ul style="list-style-type: none"> • Experience in delivering mental health/counselling services in a phone based service or virtual environment • Experience in delivering specialised perinatal emotional, transitional and mental health support • Experience in triage/intake • Experience in delivering education and training, and resource/content development |

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| Personal Qualities | <ul style="list-style-type: none">• Sound judgement and exercises initiative• Demonstrate flexibility and ability to respond to changing and competing demands• Operates autonomously but also able to work effectively as part of a team• Strong ability to self-reflect, self- manage and demonstrate willingness to learn and receive feedback about own performance• Committed to the team’s as well as your own growth, development and currency in knowledge/practice• Accountable, able to set clearly defined objectives, and is proactive about reviewing progress and outcomes with the team• Operates with integrity, dignity and respect• Committed to supporting diversity and cultural awareness and competence in service provision with culturally and linguistically diverse, refugee, Aboriginal and/or Torres Strait Islander and LGBTQI+ communities• Productive and reliable with positive work ethics and attitude. |
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| Health and Safety Responsibilities |
| All staff are required to take reasonable care for their own health and safety, and the health and safety of others who may be affected by their conduct. |

Employee Name

Employee Signature

Date

Reviewed: 6 June 2021