

## Position Description

**Created: January 2020**

**Position Title:** National Dementia Helpline Advisor  
**EFT:** 0.65 FTE  
**Department:** Client Services  
**Location:** Perth, WA

**Position reports to:** Team Leader, Client Services  
**Position supervises:** N/A

The purpose of this position is to provide information, brief counselling and support services regarding dementia and memory loss to people living with dementia, their families, carers, members of the general public and to health/allied health professionals. Helpline Advisor's also contribute to the overall operation and continual improvement of Helpline services.

### Position Objectives and Responsibilities

<b>Service Delivery</b>	<ul style="list-style-type: none"> <li>• Provide brief solution-focused counselling, information about dementia and memory loss, as well as relevant internal and external services by phone, email, chat, mail or other medium to Helpline clientele with intermittent outbound follow up calls if and when required.</li> <li>• Consistently achieve Helpline Team Key Performance Indicators including contact and referral numbers. Contact numbers are to average within two of the team average and have a minimum of 12-15 contacts per day as workflow allows.</li> <li>• Provide access and referral to education programs, courses and other relevant internal and external service offerings.</li> <li>• Ensure quality service delivery through adhering to all relevant policies, procedures, and processes for the delivery of Helpline services.</li> <li>• Document caller data in the client record systems as required.</li> <li>• Locate services and other required information using internal and external sources including the Helpline Service Finder</li> <li>• Perform other duties as reasonably requested by the Helpline team leader or manager</li> </ul>
<b>Professional Development</b>	<ul style="list-style-type: none"> <li>• Participate in regular group clinical supervision and participate in Helpline/Counselling team meetings</li> <li>• Participate in relevant professional education/information sessions as required in order to maintain up to date knowledge of dementia issues and related research</li> </ul>
<b>Administration and Documentation</b>	<ul style="list-style-type: none"> <li>• Ensure that client activity and other appropriate information is documented in line with professional and legal standards and kept to strict confidentiality standards</li> </ul>

	<ul style="list-style-type: none"> <li>Ensure timely and accurate management of client information and utilise prescribed databases for the recording of client information and to report outputs to meet funding agreements.</li> </ul>
<b>Organisational Responsibilities</b>	<ul style="list-style-type: none"> <li>Communicate and act in ways that are consistent with the organisation's values.</li> <li>Support and promote the work of the organisation, maintaining a positive image of the organisation.</li> <li>Apply and uphold the principles of a respectful, inclusive and diverse workplace, free from discrimination, harassment or bullying.</li> </ul>
<b>Policies and Procedures</b>	<ul style="list-style-type: none"> <li>Adhere to, and comply with organisational policies, processes and procedures, using appropriate systems where required.</li> <li>Model the organisation's values, play a role in raising the profile of these values and associated behaviours across the organisation.</li> <li>Demonstrate a strong commitment to a quality culture, implementing standards of excellence and a continuous improvement business focus.</li> <li>Support and promote a strong safety culture by ensuring all work activities are performed in compliance with the organisation's Work Health and Safety Policy.</li> </ul>

**Qualifications:** Tertiary qualifications in an appropriate specialty area such as Psychology, Social work or Counselling

#### **Experience, Skills and Knowledge:**

1. Registration with, or eligibility for membership of, a relevant professional body or association (e.g. Australian Health Practitioner Regulation Agency, Australian Counselling Association, Australian Association of Social Workers or Psychotherapy and Counselling Federation of Australia)\*
2. Proven experience in the provision of telephone counselling services\*
3. Understanding of community health services, aged care sector and NDIS \*
4. Knowledge of dementia and its' impact on people diagnosed with dementia, families and carers\*
5. Excellent verbal, interpersonal and written communication skills, including well-developed case note, and record keeping skills\*
6. Proven capacity to problem solve and negotiate with others
7. Experience of working independently and as a part of a team\*
8. Computer literacy across a range of relevant applications, including Microsoft Office, word processing and Outlook\*.
9. High level of accuracy and attention to detail

*\* Key selection criteria*

#### **Conditions of Employment:**

- A six month qualifying period applies to all new incumbents.
- Salary packaging is available.

#### **Additional Requirements:**

The (prospective) employee will be required to:

1. Maintain a current driver's licence in the relevant state. Access to and willingness to use own car (with reimbursement) for travel.

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2. Provide evidence of entitlement to work in Australia, the maintenance of such entitlement being critical to continuance in the role.
  3. Undertake a Police Check prior to being offered the position.
  4. Be flexible in work hours at times to meet the reasonable demands of this position.
  5. Be willing to undertake travel as may be required with the position.
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**Signatures:**

The employee's signature indicates:

- that the employee has read, understood and accepted this Position Description.
- that the employee is not aware of any condition (physical or psychological) which may negatively impact on his/her ability to carry out the duties as described.

**Employee:**

Name: \_\_\_\_\_

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

**Manager:**

Name: \_\_\_\_\_

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