



Position Description: Rainbow Door Helpline Worker

About Switchboard Victoria (Inc.)

Switchboard Victoria is a community-based, not for profit organisation that provides 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.

Our current activities include:

- **Phone and web counselling and referral**, as Victorian partner in the QLife national telephone and web counselling, information, and referral service, a free peer-based, volunteer delivered service for LGBTIQ+ people and those with questions or concerns about LGBTIQ+ issues.
- **Out and About Community communications for older people**, including a volunteer delivered social home visiting services for LGBTIQ+ Victorians at risk of social isolation
- **w/respect LGBTIQ+ family violence and intimate partner violence services**, managed in partnership with Drummond Street Services, Thorne Harbour Health and Transgender Victoria. Switchboard's primary service delivery role is managing after hours telephone support.
- **Suicide prevention**, including research and development of suicide prevention resources and programs for LGBTIQ+ communities.
- **QTIPoC Programs**. In consultation with key stakeholders, Switchboard's QTIPoC Programs will build on our previous QTIPoC Project in continuing to build internal capacity in relation to meeting QTIPoC community needs and extend into targeted services as outlined below.

Position details

Title	Rainbow Helpline worker
Organisation	Switchboard Victoria (Inc)
Employment type	Multiple positions, hours range from 47 - 62 hours on a fortnightly roster including day/evening and weekend shifts. Contract to 30 June 2021 (ongoing pending funding).
Classification & remuneration	Social and Community Services Employee, Level 4 Pay Point 1 as per the <i>Social, Community, Home Care and Disability Services Award 2010</i> (currently \$35.63 per hour, \$1,354.06 per week). This includes an additional 9.5% of superannuation and the option of salary packaging. Tax benefit available from salary sacrifice, package of up to \$15,899.
Location	Due to COVID-19 this position will work from home until the Victorian government eases restrictions and Switchboard Victoria formally approves a return to the office located in Melbourne CBD. Switchboard will be relocating to the Victorian Pride Centre (St Kilda) late 2020.
Reports to	Team Leader
Direct reports	None



About the Rainbow Door

Rainbow Door is a specialist LGBTIQ+ helpline providing Information, support, and referral to LGBTIQ+ Victorians, their friends and family during and after COVID 19.

The service will provide assessment and short term case management and link people to safe services to support them with issues including suicidal thoughts, Family and Intimate partner violence including elder abuse, housing, AOD, legal issues, social isolation and health.

The Rainbow operates from 10am – 6pm, 7 days a week through phone, email, and text services.

Position Overview

Helpline staff will offer nonjudgmental, empathic and person focused support in line with organizational policies, guidelines and practice framework. Helpline staff will be responsible for responding to complex situations including people contacting with suicidal thoughts, child protection matters, Family and Intimate partner violence including elder abuse, people wanting information support and referral pathways around housing, AOD and legal issues. Helpline staff will undertake assessments, provide short term case management and make referrals to appropriate and safe services.

Helpline staff will work as part of the Rainbow Door team within the Switchboard Teleweb Program. Staff will report directly to the Team Leader who will also provide them with support and supervision.

The Rainbow Door service operates from 10am – 6pm 7 days a week and staff will be required to work to a fortnightly roster that will include some weekend/afterhours work.

Position Duties

Provide telephone support, information, and referrals

- Work within intersectional feminist, anti-racist, anti-oppressive organizational guidelines, and practice framework.
- Utilize a strengths based, trauma informed, client focused and harm minimization approaches in interactions with callers.
- Staff the Rainbow Door Helpline during designated, rostered shifts
- Provide the services of the Rainbow Door Helpline including short term case management, secondary consultation, assessments, internal and external communication.
- Provide appropriate support to people who contact the service.
- Recognise and respond appropriately to callers in crisis using appropriate or specific to need risk assessment and management tools.

Use and maintenance of databases and resources

- Maintain appropriate confidential records for each contact by entering call information into the client management system.
- 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 staff teams, stakeholders and service users and upholding the values of Switchboard.
- Attend team meetings, case planning meetings, specific trainings 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 help inform planning, program reviews and policy and practice and evaluation.
- Provide peer support to other staff including supporting other workers on shift
- Participate in informal debriefing and feedback discussions with other staff on shift.
- Participate proactively in the formation of rosters.
- Other duties as directed by management.

Selection criteria

Essential

1. Identify as a member of the LGBTIQ+ communities
2. Commitment to cultural awareness and competence in service provision with multicultural and/or multifaith and First Nations communities.
3. Qualifications in counselling, social work, psychology, community services or similar.
4. 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.
5. Demonstrated case management experience
6. Previous experience in one or more of the following sectors – Family Violence, mental health, aged care, disability, AOD, youth, community health or similar.
7. Excellent organisation and communications skills (written and verbal) including demonstrated skills and ability to communicate effectively and sensitively with people who identify as LGBTIQ+.
8. 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.
9. Commitment to utilizing supervision to maximize positive outcomes for callers and ensure ongoing professional development.
10. Demonstrated ability to be self-directed, to work independently and as part of a team
11. Demonstrated skills in advocacy work.
12. Able to work weekends as required.



Desirable

1. Personal experience of navigating the Mental Health and/or Family and /or Intimate Partner violence sector
2. Experience working with multicultural and/or multifaith communities and First Nations communities
3. Completion of ASIST training in the last 2 years
4. 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 of National Police 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

To find out more and apply

Please carefully review the selection criteria for this position, which you should systematically address in your application (this does not have to be a in a separate document), which should also include your resume listing all relevant employment and volunteer experience and qualifications.

Please also ensure you are familiar with Switchboard's purpose, programs and ways of working by visiting our website at switchboard.org.au.

How to apply Written applications are to be emailed to: telewebmanager@switchboard.org.au using the subject line: **Rainbow Door Helpline worker**

Contact For more information on the role please contact Libby Jamieson on 0455 888 272 or email telewebmanager@switchboard.org.au

Applications close: Midnight Tues 1 Sept 2020

Proposed Interview date: Monday 7th Sept by video (Zoom) or phone interview.

Switchboard Victoria is committed to supporting diversity and inclusion in our workforce and will consider all qualified applicants, regardless of sex, gender, gender identity or expression, age, disability or national origin.

Switchboard especially welcomes and encourages applications from people who are Aboriginal and/or Torres Strait Islander; trans, gender diverse or intersex; disabled; carers; live with HIV, are culturally and linguistically diverse (CALD), People of Colour or People of Faith; people with lived experience of suicide.

Acknowledgement of Country

Switchboard Victoria is based on the lands of the Kulin nations, always and forever the home of the Wurundjeri, Boonwurrung, Wathaurong, Taungurong and Djadjawurung peoples. We acknowledge that our work takes place on lands that are under colonial occupation and that Kulin Nation sovereignty was never ceded. We hope to pay our respects to Kulin Nation elders, past and present and wish to extend this respect to any and all Aboriginal and Torres Strait Islander People.