



Living Proud

LGBTI Community Services of WA
formerly Gay & Lesbian Community Services

POSITION DESCRIPTION

Position Title: QLife Counsellor - Teleweb Services (casual)
Reports to: QLife Senior Counsellor

Role Remuneration & Conditions:

This role is classified based on the Social and Community Services (Western Australia) Interim Award 2011

Organisational information:

Living Proud LGBTI Community Services of WA was formed nearly 40 years ago to provide support, information and resources to the Western Australia LGBTI+ community. We are a non-profit, community based organisation funded by the Department of Health, National LGBTI Health Alliance, and Mental Health Commission, as well as fundraising and donations. Volunteers are a vital part of Living Proud, primarily providing confidential telephone counselling for people in need.

In the past few years, Living Proud has received specific project funding from the Mental Health Commission to deliver LGBTI awareness training to mental health professionals. Through the OneLife Suicide Prevention Strategy Living Proud is able to provide direct services to the LGBTI+ community. Living Proud also provides awareness and capacity building training to various government agencies and organisations on LGBTI issues.

We work in collaboration and partnership with a variety of community groups and organisations to improve the health and wellbeing of LGBTI+ people in WA. Living Proud is a member of the National LGBTI Health Alliance and QLife is our first joint project with the Alliance.

1. Summary of Position

The QLife project provides nation-wide, early intervention, peer supported telephone and web based services to support Lesbian, Gay, Bisexual, Transgender and Intersex (LGBTI) people of all ages experiencing poor mental health, psychological distress, social isolation, discriminations and/or other social determinants that impact on their health and wellbeing. Phone information, peer support and support services are currently provided by state based services. QLife enhances and coordinates these services, and has been actively operational since mid-2013.

As a paid Counsellor within this project, you will be the first point of contact for phone, web chat and email services to people seeking brief and anonymous frontline support and referral. The Casual Counsellor role/s will provide cover to the regular staff, for leave and emergencies. You will also provide support to the volunteer counsellors who staff the phone lines around Australia in the provision of this peer-based service, and may provide mentoring, debriefing and support to volunteers on shift when needed.

This is an LGBTI+ peer role. Applicants must identify as part of the LGBTI+ community.



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2. KEY ACCOUNTABILITIES

Client Services

- Provide anonymous therapeutic counselling, intervention strategies and mediation services to contacts (clients) of QLife via telephone, web and email;
- Provide general support, education, information and referral options through a variety of media;
- Participate in team discussions;
- Conduct research directly related to contact (client) issues and needs and feed into support and/or education mechanisms for volunteer counsellors and general educational materials; and
- Support volunteer counsellors through professional development and debrief opportunities within both formal and informal settings.

Organisation and Administration

- Respond to telephone, email and written internal and external communication, focussing on (but not exclusive to) general support line inquiries;
- Personal and position related administrative and document management;
- Attend agency meetings and other meetings as required; and
- Maintenance of referral database.

3. SELECTION CRITERIA

- Tertiary qualifications such as a degree in Psychology, Counselling, or a related field, or demonstrated skills, capacity and experience in a counselling-related field, with relevant registration or eligibility for a professional association membership;
- Experience in telephone and web-chat counselling, including crisis intervention techniques and principles, as well as knowledge of the ethical and practical differences between telephone, web-chat and face-to-face counselling;
- Experience working in a counselling relationship with people, families, groups from diverse and marginalised backgrounds and with complex needs;
- Experience working in a trauma informed model;
- Ability to engage contacts (clients) in non-judgemental problem solving;
- The ability to analyse situations, make appropriate decisions regarding the contact's (client's) needs and provide appropriate therapeutic service;
- Demonstrated ability and familiarity with external referrals and networks;
- Demonstrated skills and ability to communicate effectively and sensitively with LGBTI identifying people, with emphasis on lived experience; and
- Understanding of and commitment to health and human rights for LGBTI people and communities;
- Demonstrated ability of database management and Microsoft computer skills;
- Flexibility to work within shift schedule system (usually between midday until midnight); and
- Willingness to undertake a working with children check and police clearance.



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A GUIDE FOR JOB APPLICANTS

Applying for a Position

Appointments to positions with Living Proud are based on merit. This means that the applicant who is judged to be the most capable of carrying out the duties of the position will be offered the job.

The decision to appoint is based on:

- the applicant's written application;
- performance at interview; and
- checking with at least two referees.

The Job Advertisement

The job advertisement and the Position Description provide the basis for the selection process as they specify accountabilities and the selection criteria needed to satisfactorily perform the duties of the position.

Preparing an Application

Your written application must stand on its merits. Do not assume that the selection panel knows what you have achieved in the past. If you do not demonstrate how you meet the criteria for the position you will not be called for an interview. The completeness and relevance of your application will determine whether or not you are called for an interview. Where a large number of applicants meet the essential and desirable requirements, only those applicants who most strongly meet the requirements will be selected for interview.

There are two (2) steps to preparing an application:

1. Submit a covering letter including all contact details that addresses all of the "Selection Criteria" as outlined in the position description. You should use statements with examples that clearly demonstrate your competency in a particular area. The covering letter should be a maximum of three pages.
2. Attach a current copy of your Resume, including the contact details of two professional referees.

Applicants who fail to demonstrate that they meet the requirements of the position will not be invited to attend an interview. Please note that it is not necessary to send in copies of your qualifications, references or awards at this time.

This is an LGBTI+ peer role. Applicants must identify as part of the LGBTI+ community.

Where to Send Your Application

Questions or queries about the role prior to application are to be directed to Jaini Shah, Senior Counsellor, and email to jaini@livingproud.org.au. You must forward your application to Living Proud by the closing date **Friday 19th February 2021 at 5pm**.

Email: jaini@livingproud.org.au (Please include the word "Confidential" in the header). Please ensure your application is in Microsoft Word or PDF format.

Postal: Mark 'CONFIDENTIAL'
Living Proud
ATT: Jaini Shah
2 Delhi Street, West Perth WA 6005