



## Position Description: Teleweb Team Leader

### 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** – Switchboard is the Victorian partner in the national Qlife service. QLife provides anonymous and free LGBTI peer support and referral for people in Australia wanting to talk about sexuality, identity, gender, bodies, feelings, or relationships.
- **Community connections for older LGBTI people** – Switchboard’s Out & About program aims to reduce social isolation and loneliness through creating friendship and connection between LGBTI seniors living anywhere in Victoria and peer volunteer visitors.
- **Rainbow Door** - is a free specialist LGBTIQ+ helpline providing information, support, and referral to all LGBTIQ+ Victorians, their friends and family during the COVID-19 crisis and beyond. Rainbow Door supports people of all ages and identities with issues that may include suicidal thoughts, family and intimate partner violence (including elder abuse), alcohol and other drugs, relationship issues, sexual assault, social isolation, mental health and wellbeing.
- **Suicide prevention** - 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. The QTIPoC programs aim to build greater equity for Queer, Trans, Intersex Peoples and/or People of Colour and People of Faith.

### Position details

<b>Title</b>	Teleweb Team Leader
<b>Organisation</b>	Switchboard Victoria (Inc)
<b>Employment type</b>	Part time (varying hours)
<b>Classification &amp; remuneration</b>	Social and Community Services Employee, Level 6 Pay Point 1 - 3 as per the <i>Social, Community, Home Care and Disability Services Award 2010</i> . This includes an addition 9.5% of superannuation and the option of salary packaging. Tax benefit available from salary sacrifice, package of up to \$15,899.
<b>Location</b>	CBD (relocating to St Kilda in approximately May 2021)
<b>Reports to</b>	Practice Lead
<b>Direct reports</b>	Helpline Workers



## 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.

## About QLife

Switchboard is the proud Victorian provider of the national LGBTIQ+ QLife service. QLife provides Australia-wide anonymous, LGBTI peer support and referral for people wanting to talk about a range of issues including sexuality, identity, gender, bodies, feelings, or relationships. The service is free and includes both telephone and webchat support, delivered by trained LGBTI community members across the country. Our services are for LGBTI individuals, their friends and families, and health professionals in Australia.

QLife operates nationally from 3pm – midnight, 365 days a year. Switchboard staffs the service 7 days a week from 6pm – 10pm.

## Position Overview

The Teleweb Team Leader roles may work across both the QLife and the Rainbow Door helplines.

The Team Leaders support volunteer peer workers in the QLife Program to provide excellence in referral pathways, peer support, crisis intervention, relief of social isolation and identification of needs for those who contact the QLife service. The Team Leader works within the existing structures of the organisation, in collaboration with the Teleweb Manager and the Counselling Supervisor to support the volunteers to address the changing nature of the work in the service and to provide support and guidance to volunteers who are dealing with callers experiencing high levels of distress and crisis. Switchboard staffs the QLife service 7 days a week from 6pm – 10pm.

Within the Rainbow Door program, the Team Leader in conjunction with the Practice Lead supervises and supports the Rainbow Door Helpline staff to provide assessment, support, information, advocacy, short term case management and referral pathways to people accessing the service. The Rainbow Door service operates from 10am – 6pm 7 days a week.

The Teleweb Team Leader will be required to work to a fortnightly roster that may include weekend /afterhours work.



## Position Duties

### Supervision and Support of Qlife Volunteers

- To work independently in the phone room after hours and on weekends
- To create a reliable working roster of volunteers to staff the Qlife service
- To ensure quality service provision and provide an educative, supportive, and supervisory role to volunteers
- To maintain a working knowledge of the Standards Manual, Volunteer Policy & Procedure Manual and relevant caller strategies
- To provide information, guidance, and direction to volunteers
- To update volunteers regarding caller strategies, Standards Manual, Volunteer Policy Manual and relevant information
- To facilitate post call discussions and debriefing to enable continuing learning and capacity building.
- To report relevant issues to the Teleweb Manager i.e. resource gaps, call content trends, recommendations for professional development sessions
- To participate in observation and peer assessed shifts as required
- To provide de-briefing to volunteers as necessary
- To manage risk and mandatory reporting responsibilities as required.
- To conduct an annual satisfaction survey of volunteers

### Supervision and support of Rainbow Door Helpline staff

- To create a working roster to staff the Rainbow Door service
- To ensure quality service provision and provide an educative, supportive, and supervisory role to staff.
- To maintain a working knowledge of the Rainbow Door practice framework
- To provide information, guidance, and direction to staff
- To update staff regarding caller strategies, Rainbow Door practice framework
- To facilitate post call discussions and debriefing to enable continuous learning and capacity building.
- To manage short term case management of clients, including open and closing files, data management and appropriate referral pathways.
- To monitor and evaluate skill development for staff.
- To provide Helpline staff regular supervision that is supportive, educative, provides a case review function, supports skill and knowledge development and quality service provision.
- To maintain monthly reporting of data for Rainbow Door.

### Administration

- To attend to the administration and coordination of the Teleweb services of Switchboard
- To stay updated on available material, and read communications from staff, Manager, Director of Services and CEO
- To report any computer difficulties to the Teleweb Manager



- To coordinate volunteers and staff on shift, including contacting volunteers who do not attend for shifts, coordinating breaks.
- To ensure entry of statistics by volunteers and staff following calls
- To replace stationery and supplies and perform other administrative tasks as needed.

## 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. Demonstrated experience working with people who have multiple and complex issues using a framework of strengths based, trauma informed, non-oppressive practice.
4. Qualifications in counselling, social work, psychology, community services or similar.
5. Demonstrated experience working on a Teleweb helpline or equivalent.
6. Demonstrated case management experience.
7. Demonstrated experience in managing, supporting and mentoring staff.
8. Previous experience in one or more of the following sectors – Family Violence, mental health, aged care, disability, AOD, youth, community health or similar
9. Excellent writing, communication, organisational and interpersonal skills
10. A nuanced understanding of the complex issues faced by members of the lesbian, gay, bisexual, transgender, intersex, queer and asexual (LGBTIQ+) communities.
11. Demonstrated experience working in volunteer management.
12. Demonstrated experience working within the family and intimate partner violence service delivery sector and working with people in crisis who may have suicidal thoughts.
13. Able to work a range of shifts across a fortnightly roster between the hours of 10am - 10pm, 7 days per week.

### Desirable

1. Experience working with multicultural and/or multifaith communities and First Nations communities
2. Completion of ASIST training in the last 2 years
3. Understanding of the regulatory frameworks that a Teleweb service works within and /or demonstrated knowledge of best practice in helpline services.
4. Lived experience of navigating the Mental Health and/or Family and /or Intimate Partner violence sector.
5. Teleweb based Intake and assessment experience.
6. Proficiency in a range of databases/client/information management systems including Microsoft applications.



## 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 make yourself familiar with Switchboard's purpose and programs by visiting our website at [www.switchboard.org.au](http://www.switchboard.org.au).

Please carefully review the selection criteria for this position, which you should systematically address in your application. (both essential and desirable)

**NOTE:** *Applications that do not address the Selection Criteria will not be considered.*

**How to apply:** Please click [this form](#) to apply with a resume, cover letter and document addressing the selection criteria above (both essential and desirable criteria, 2 pages maximum).

**Contact:** For more information on the role please contact Libby Jamieson on 0455 888 272 or email [telewebmanager@switchboard.org.au](mailto:telewebmanager@switchboard.org.au)

**Applications close: 22 April 2021**

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.