



Position Description

Centre Trainer-Supervisor, Lifeline Sydney & Sutherland

Wesley Suicide Prevention Services Branch
March 2022

Agreement

Signed–Staff member

Signed–Centre Manager

Date

Date

Do all the good you can
because every life matters



Centre Trainer-Supervisor Lifeline Sydney & Sutherland

1 Overview of Wesley Mission

Wesley Community Services Limited, a company limited by guarantee pursuant to the Corporations Act 2001, is a Public Benevolent Institution operating as Wesley Mission to deliver services and programs to provide direct relief of poverty, sickness, suffering, distress, adversity, disability, destitution, and helplessness in New South Wales and other parts of Australia as inspired by the work of Jesus Christ in Word and deed. Our vision is to:

“Do all the good you can, by all the means you can, in all the ways you can, in all the places you can, at all the times you can, to all the people you can, as long as ever you can”.

Out of Christian love and compassion we are driven by Christlike servanthood, unfailing integrity and courageous commitment.

The organisational plan is based on four key result areas, namely:

- our clients
- our people
- our operations
- our financials.

Our position descriptions and performance plans are aligned with these four key result areas.

2 Overview of Lifeline Sydney & Sutherland

In 1963, while led by Reverend Dr Sir Alan Walker, Wesley Mission established the first Lifeline. Since this time, the Lifeline movement has grown significantly and is now Australia's largest national phone support services, answering over a million calls a year.

As one of the 37 accredited Lifeline Australia Centres, Lifeline Sydney & Sutherland is owned and operated by Wesley Mission and supports more than 30,000 people annually through its 13 11 14 crisis support service. The Centre is continuing to grow its volunteer base and its existing suite of support services within the community.

The Centre is one of several programs supported and operated under Wesley Mission's suicide prevention branch, central to the broader Vision of Wesley Mission.

3 Overview of Role

The Centre Trainer-Supervisor is responsible for both training, developing and supporting the paid and volunteer crisis supporter workforce at Lifeline Sydney & Sutherland. The Centre Trainer-Supervisor is a clinically trained professional with skills and expertise in delivering counselling, individual and group supervision, coaching, training and assessment. The role is responsible for nurturing and training cohorts of student crisis supporter onto the 13 11 14 crisis telephone service. The Centre Trainer-Supervisor then provides ongoing support to an allocated Crisis Supporter workforce through delivering individual and group supervision, call coaching, engagement in professional development and centre based activities. This enables Crisis Supporters to keep the

helpseeker at the centre of their practise as well as continuously develop and refine their skills in line with the Lifeline Australia CARE framework.

4 Relationships

Reports to: Centre Manager, Lifeline Sydney & Sutherland

Works with:

- Suicide Prevention services staff and volunteers
- Wesley Mission management and administration staff
- Other Wesley Mission staff, e.g. Wesley Mission teams, volunteers, networks, committees and Boards.
- Corporate services provided by Head Office, e.g. accounting, legal, communications, fundraising, property development and human resources.
- Outside the Organisation: Uniting Church staff, government departments, service providers and industry organisations.
- Lifeline Australia staff

5 Major role responsibilities

5.1 Our clients

- Participate in and support Crisis Supporter student and mentor recruitment and selection processes
- Deliver Crisis Supporter Workplace Training and other non-accredited training as required
- Review and assess student e-learning and conduct assessments in accordance with the relevant training package assessment guidelines and in compliance with AQTF standards for RTO
- Participate in and contribute to moderation and validation processes at annual training meetings
- Monitor and support Crisis Supporter progress, including maintaining records, progress with assessment and student placements as well as annual accreditation requirements
- Provide call coaching, individual and group supervision to Crisis Supporters
- In line with Wesley Mission's practise procedures and Lifeline care framework, provide crisis and incident management
- Review Lifeline Australia centralised in shift supervisor log of handover, and provide follow up support to Crisis Supporters timely
- Plan and deliver professional development sessions to Crisis supporters
- Provide site induction and orientation to Crisis Supporters

5.2 Our people (our team)

- Ensure quality and compliance standards are met by the Centre through accurately managing and tracking student and trained Crisis Supporters accreditation
- Participate in team meetings with Centre staff
- Promotes a supportive team culture, through good communication and collaboration amongst team mates
- Participate in Wesley Mission's Employee Contribution and Development Program

- Participate in the Lifeline Centre, Wesley Suicide prevention services branch and other organisational meetings and events as requested

5.3 Our operations

- Contribute to and develop the Crisis Supporter Workplace Training calendar
- Ensure training materials are well maintained and are stored in accordance with AQTF standards
- Drives best practise and operational efficiencies, whilst keeping the helpseeker or clients' experience front of mind
- Lead and participate in continuous improvement, change management and other key projects as delegated
- Ensure policy and procedures documentation is in place, up to date and reviewed timely
- Engage in business planning to support growth and service refinement

5.3 Our financials

- Act in accordance with Wesley Mission's charter of financial delegations and code of conduct
- Ensure any responsibilities to do with financial matters are dealt with to minimise expense wherever possible.
- Support Service Coordinators with the management student fees, including debtor management as required

6 Professional responsibilities

Personally model excellence in ethical service delivery and professional standards. This will be reflected in the following:

Professional Development

- Agree on a program of ongoing professional development and training with the Centre Manager
- Take responsibility for personal career development and training.

Work Practices

- As an employee, be responsible under the Work Health and Safety Act 2011 for the health and safety of all persons you come into contact with during your employment.
- All hazards and injuries must be reported through the proper process as set out in Wesley
 - Mission's Work Health, Safety and Rehabilitation Quality Management System and site procedures.
- In relation to Wesley Mission and the Uniting Church in Australia attend such functions including (but not limited to) the Wesley LifeForce Memorial Days, meetings, seminars, and training courses as directed by the Networks Manager.
- Comply with all COVID -19 directions and requirements.

- Apply the responsibilities of the Workplace Injury Management and Workers Compensation Act 1998.
- Annually participate in Wesley Mission's Employee Contribution and Development Review (ECDR).
- Participate in Wesley Mission's Orientation program to gain an understanding of the application of the EEO, Affirmative Action, Privacy and Personal Information Protection Act 1998, Work Health and Safety Act 2011 and other relevant legislation.
- Engage in other activities to support the delivery of the Wesley LifeForce Business Plan and Wesley Mission Strategic Plan, as requested by your manager.
- Administer Wesley Mission's philosophy of care and other relevant policy documents as appropriate.
- Demonstrate responsible stewardship of all resources, and willingness to report impropriety in keeping with the values of Wesley Mission.
- Ensure the reputation and integrity of Wesley Mission is maintained.
- Maintain confidentiality.

7 Selection criteria

To be successful in this position, candidates must possess the following:

Demonstrated behaviours

- Willingness to affirm Wesley Mission's vision, mission and values and enthusiastically advocate our Word and Deed Ministry.

Essential criteria

- A passion for suicide prevention
- Hold ongoing full accreditation under National health, psychology, social work or counselling registration board. For example:
 - Australian Psychological Society Member or Associate membership
 - Health Practitioner Regulation Agency (AHPRA)
 - Australian Counselling Association ACA Level 2 or higher
 - Australian Association of Social Work (AASW)
 - Psychotherapy and Counselling Federation of Australia (Clinical Member)
- Experience providing counselling, crisis support and other therapeutic interventions
- Promotes a supportive team culture, through good communication and collaboration amongst team mates
- Demonstrated experience driving best practise and operational efficiencies, whilst keeping the helpseeker or clients' experience front of mind
- Experience facilitating therapeutic group programs, training and/or professional development

- Willingness to be available on a rotating 7day roster (1-2 weekends per month)

Desirable skills/knowledge

- Cert IV in Training and Assessment (TAE 40110) or willingness to obtain
- Experience supporting the delivery of accredited training or a Registered Training Organisation
- Experience developing and supporting a volunteer workforce