

POSITION DESCRIPTION



Function	Customer Success
Talent Segment	Clinical
Role Title	Senior Clinical Support Specialist – Safe Steps
Reporting To Role Title	Clinical Services Manager
Management Responsibility	Individual Contributor

Role Context How does this role contribute to Telstra Health?	
Telstra Health Vision	To realise a connected and improved digital health experience for all.
Role contribution to Vision 1-2 sentences to describe how this role helps achieve our strategic objectives.	<p>The goal of 1800RESPECT is to serve as a national entry point for individuals experiencing, or at risk of, domestic, family, and sexual violence (DFSV). Our mission is to reduce the prevalence and impact of DFSV across the Australian community by providing accessible, 24/7 information, referrals, and counselling services to people experiencing, or at risk of, domestic, family and sexual violence, including workplace sexual harassment, 365 days of the year.</p> <p>The Senior Clinical Support Specialist supports the clinical operations of the 1800RESPECT counselling program. This role ensures best practice counselling service provision through quality assurance and quality improvement supports, including auditing, policy and procedure development and review, training and research as well as coaching and supervision support for clinical staff.</p>

Key Stakeholder Relationships Who will this role work with closely?	
Internal	<ul style="list-style-type: none"> • Counselling Services and Operations Team • Clinical Support Specialists • Clinical Support Line Specialists • Clinical Services Manager • Clinical Director, Counselling Services
External	<ul style="list-style-type: none"> • Customers (Service Users) • Stakeholders who have direct experience of Domestic, Family and Sexual Violence (i.e. sector representative and the Department of Social Services)

Key Accountabilities & Outcomes

What will this role do day to day? (Between 5 - 8 short statements on what this role does)

Reporting to the Clinical Services Manager, the Senior Clinical Support Specialist-Safe Steps is responsible for delivering clinical oversight and supporting counselling service provision and quality through quality assurance and quality improvement supports, including auditing, policy and procedure development and review, training and research as well as coaching and supervision support for counsellors.

Key accountabilities:

- **Support program performance:** Engage in program performance activities, call monitoring, case reviews, evaluations, complaints and incident investigations to assess individual and program quality performance and identify areas of strength and opportunities for improvement.
- **Policy, procedure and guideline development:** Assist in the review and development of policies, procedures and guidelines for evidence based domestic and family violence and sexual violence counselling, information and support service via telehealth.
- **Develop and implement training programs:** In collaboration with relevant teams develop, and implement comprehensive training programs and materials
- **Research and reporting:** Conduct research to assist in the provision of an evidence based domestic and family violence and sexual violence counselling, information and support service via telehealth.
- **Contribute to program development:** Assist in the development and implementation of new programs, services, or initiatives aimed at enhancing the support and resources available to those impacted by domestic violence, sexual assault, workplace sexual harassment or other related issues.
- **Provide ongoing coaching and supervision:** Offer regular coaching and clinical supervision, providing feedback and a reflective space to support and continually improve the quality of counselling services and staff wellbeing.
- **Foster a supportive environment:** Cultivate a positive and supportive learning environment that encourages open communication, collaboration, and professional growth amongst supervisees and coaches.
- **Collaborate with clinical management:** Work closely with management and other relevant stakeholders to identify organisational needs, set training objectives, and develop strategies for achieving those objectives.
- **Stay informed:** Continuously research and stay updated on the latest developments in the field of domestic violence, sexual assault, and related support services, ensuring that training programs and materials remain relevant and effective.
- Perform other tasks and responsibilities as reasonably required by 1800RESPECT, from time to time, in alignment with the role's purpose and organisational objectives.

Working arrangements:

- Willingness to work a variety of shifts and outside of normal business hours on occasions to meet operational requirements.
- Willingness to undertake further training and development.

Making Telstra Health more diverse

Our purpose:

- We're passionate about creating an environment that's inclusive and supportive; a place where everyone can truly be themselves. We know that diversity fosters greater innovation and better customer connection, and helps our people to thrive
- We welcome people of all genders, ages and ethnicities and focus on fairness and opportunity for under-represented groups like Indigenous communities.

Health, Safety and Wellbeing Accountabilities

How does this role contribute to maintaining health, safety and wellbeing at Telstra Health?

All employees and contractors have an obligation to comply with their HSW responsibilities. You will:

- Familiarise yourself with and ensure adherence to Telstra Health HSW policies and procedures.
- Consult with colleagues and HSW representatives on HSW issues.
- Ensure that your direct reports (employees and contractors) are provided with required training, induction and advise to ensure their safety at workplace.
- Immediately report incidents as per the incident reporting procedure.
Be a role model to your team by adopting safe working behaviour at work.

Experience & Qualifications

Previous Experience.
Experience required to succeed in this role. Listed first is the most relevant experience in approximate order of priority.

- A completed minimum bachelor's degree from an approved provider (approved courses can be found via the relevant peak body)
- Minimum 4 years' trauma counselling experience (preferably telephone counselling) or full-time equivalent experience in specialised sexual assault, domestic and family violence counselling.
- Minimum of 2 years' experience in counselling service team leader or senior clinician role with responsibility for supporting team performance via: coaching and clinical supervision, performance management and quality assurance processes.
- Capacity to work and support staff, whilst remaining calm and embedding self-care practices.
- Ability to rapidly develop a thorough knowledge of 1800RESPECT's delivery model, including counselling model, policies and procedures.
- A robust understanding of federal and state-based legislation, including child protection legislation relevant to service delivery.
- Demonstrated understanding and experience of quality practice standards and understanding process involved in compliance.

Education, Certification Qualifications.




Essential





- Counsellor registered with The Australian Counselling Association (Level 3 or above) / Psychotherapy and Counselling Federation of Australia (PACFA-Clinical); **or**
- Social Worker registered with AASW; **or**
- Psychologist registered with AHPRA (General).

Desirable

- Completed training and registered as a clinical supervisor with ACA, PACFA, AASW, AHPRA.

Feeder Roles Previous role(s) or lateral moves across role segment/sub segments	Potential Career Pathway Lateral moves across role segment/sub segments for progression
<ul style="list-style-type: none"> • Counsellor • Senior Counsellor <ul style="list-style-type: none"> • Clinical Support Line Specialist 	<ul style="list-style-type: none"> • Senior Clinical Support Specialist • Senior Clinical Support Line Specialist

All Telstra Health Employee Capabilities - level of Foundation	
<p>Innovates and Improves</p>  <p>Definition: Seeks to stimulate innovation by having a curious mindset, suspending criticism as a default, and asking questions to understand, examining assumptions, taking calculated risks, and experimenting.</p>	<ul style="list-style-type: none"> • Asks questions to challenge existing thinking or practices. Seeks experiences that stretch current thinking or fall outside their comfort zone. • Works with others to seize an opportunity by simplifying, creating or innovating. • Takes a human centred view on how to improve practices and customer experience.
<p>Informed Decision Maker</p>  <p>Definition: Sources and analyses a wide range of information and data. Able to use various tools and methods to critically examine information to present reasoned insights and make effective and timely judgements and decisions.</p>	<ul style="list-style-type: none"> • Sources appropriate data and uses it to analyse problems and gain accurate insights. • Uses evidence-based insights to make judgements. Accesses, evaluates and synthesises data from multiple sources and perspectives. • Takes responsibility for decisions and appreciates their effect on others. • Considers short-term impacts within decision making and can link decisions with some alignment to overall strategic direction. • Considers not only the team they are working within, but their broader function when sourcing data and making decisions.
<p>Team Performer</p>  <p>Definition: Ruthlessly prioritises what's important while harnessing each team member's diverse strengths in order to ensure high performance.</p>	<ul style="list-style-type: none"> • Maintains a positive attitude and commitment towards getting things done. • Acts inclusively and embraces different cultures and perspectives. • Builds rapport and actively contributes to the team. • Takes the initiative to complete tasks and responsibilities. • Reviews own work and updates priorities.
<p>Leads the Way</p>	<ul style="list-style-type: none"> • Keeps commitments and deals honestly with others.

 <p>Definition: Has the ability to build trust, empower and to inspire others to deliver the outcomes required now and into the future.</p>	<ul style="list-style-type: none"> • Creates an open, positive work environment able to stimulate mutual respect and trust. • Works with others to ensure accountabilities are met. • Sets a clear direction with confirms immediate work goals and targets.
<p>Collaborates and Influences</p>  <p>Definition: Collaborates with others to build constructive relationships and networks across a diverse range of people or groups. Uses communication skills to break down silos, create connections, negotiate outcomes, and influence the audience.</p>	<ul style="list-style-type: none"> • Identifies and consciously maintains a network of contacts across the organisation. • Supports and helps others achieve successful outcomes. • Acts proactively to reinforce relationships with key stakeholders. • Communicates information clearly and concisely. • Negotiates to reconcile differences or to positively influence outcomes.
<p>Customer Focused</p>  <p>Definition: Demonstrates absolute focus on customer needs and makes decisions and measure outcomes based on the value they deliver for customers.</p>	<ul style="list-style-type: none"> • Cares about the customer and their current and future needs. • Makes decisions and acts in a manner continually centred on customers. • Sources data and research to better understand and improve the customer experience. • Responds to customer issues and acts with sincerity to secure a solution. Ensures all work considers the impact on the customer.
<p>Adapts and Grows</p>  <p>Definition: Adapts to change and transformation while maintaining curiosity and motivation. Able to overcome pressure and setbacks in a resilient, speedy manner while learning new skills and growing a career.</p>	<ul style="list-style-type: none"> • Maintains calm when faced with stressful situations or workplace conflict • Anticipates and responds quickly to change • Embraces the opportunity to learn • Deals successfully with setbacks, difficulties and adverse situations.

Our Values

We are changemakers



We think big, set ambitious goals and deliver them – for our customers, shareholders and communities. By speaking up, being curious to learn and valuing different perspectives we challenge the status quo and make change

We are better together



We're one team and embrace the value each of us bring. Our (super) power lies in working together to deliver for our customers. We're each accountable for our actions and do what we say we're going to do.

We care



We show care in all that we do. We do the right thing for our customers, our communities, the planet, ourselves and each other – even when no one's watching.

We make it simple



What we do is complex, but we always make things simple for our customers and each other. Simple doesn't necessarily mean quick. We keep the simple, simple.

Our Employee Value Proposition

Working with Telstra Health

Unique, evolving company	People-focused culture	Career growth	Make a positive difference
Health and technology at the core	Flexibility tailored to you	Commitment to support your career development	Create a meaningful contribution and positive change through the work you do
Continuously growing and evolving environment and industry	Care, support, trust and respect	Deep health, technology and clinical experience and expertise	Help shape the future of digital healthcare
Team of changemakers who are pushing the boundaries	Commitment to diversity, equality and inclusion	Opportunities to work alongside experts and leaders	Enable better health outcomes through our customers