

# POSITION DESCRIPTION



## [ Helpline Senior Practitioner ]

### Child Sexual Abuse Prevention – What’s ok? Australia

#### About Jesuit Social Services

Jesuit Social Services is a social change organisation working to build a just society where all people can live to their full potential. We do and we influence. We accompany people and communities to foster and regenerate the web of relationships that sustain us all – across people, place and planet; and we work to change policies, practices, ideas and values that perpetuate inequality, prejudice and exclusion.

#### Our Vision

Building a Just Society

#### Our Mission

Standing in solidarity with those in need, expressing a faith that promotes justice.

#### Our Values

- Welcoming – forming strong, faithful relationships
- Discerning – being reflective and strategic in all we do
- Courageous – standing up boldly to effect change

#### Our Purpose

We work to build a just society where all people can live to their full potential – by partnering with community to support those most in need and working to change policies, practices, ideas and values that perpetuate inequality, prejudice and exclusion.

#### Position details

POSITION TITLE:	Helpline Practitioner - What’s Ok? Australia
PROGRAM:	What’s ok? Australia – Child Sexual Abuse Prevention
LOCATION:	Metropolitan Melbourne and surrounding suburbs
REPORTING RELATIONSHIPS:	[This position reports directly to Manager-What’s ok? Australia, Child Sexual Abuse Prevention Team. This position will have direct reports.]
EFFECTIVE DATE:	[June 2026 ]

## **Position Purpose** [

- Provide specialist support and leadership within the What's Ok? Australia team, offering evidence-informed psychoeducation, support and advice to individuals contacting What's Ok? Australia Helpline due to concerns about their own or someone else's sexual thoughts or behaviours.
- Drive evidence-based improvement across the helpline and online resources, and utilising auditing, and data assessment processes to identify trends, generate insights from data, and strengthen service quality and effectiveness.
- Enhance practice quality and team capability through supervision, shift duty management, mentoring, and reflective practice, fostering collaboration and contributing to the ongoing advancement of child sexual abuse prevention nationally. ]

## **Program Purpose**

### **What's ok? Australia**

What's ok? Australia will be launched in 2026 to provide a national anonymous helpline and online early intervention service for young people who are concerned about their own or someone else's sexual thoughts and behaviours, and, at a later date, parents, carers, and professionals who are concerned about a young person's problematic and harmful sexual behaviour.

What's ok? Australia is an evolution of the Worried About Sex and Pornography Project (WASAPP). Established in 2019, WASAPP was an action research initiative led by Jesuit Social Services in partnership with the University of Melbourne, developed as part of advocacy efforts associated with Stop It Now! Australia.

The program's key feature is an anonymous phone and chat helpline. The service also includes a website offering evidence-informed educational content with advice, self-help materials and guidance to raise awareness around harmful sexual behaviour. The website will provide links to relevant specialist support and response services.

While the service will be accessed anonymously, all mandatory reporting guidelines are complied with.

The What's ok? Australia service sits within the Child Sexual Abuse Prevention team alongside programs such as Stop It Now! Australia, and is part of The Men's Project at Jesuit Social Services.

### **The Men's Project**

The Men's Project is an initiative of Jesuit Social Services launched in 2017. It provides leadership on the reduction of violence and other harmful behaviours prevalent among boys and men, and builds approaches to improve their wellbeing and keep families and communities safe.

Our vision is for good men, respectful relationships and safe communities.

We will achieve this by:

research to understand the behaviours and underlying attitudes of men and boys including related to violence, child sexual abuse and the well-being of men and boys themselves.

promoting positive change around gender norms related to what it means to be a man in the 21st century as well as building skills to intervene to prevent violence; and

developing innovative ways to stop cycles of violence and harmful behaviour among boys and men.

- Current priorities for The Men's Project include:

drawing on our Man Box research and child sexual abuse prevalence study, building a greater understanding of perpetration including opportunities for prevention and early intervention;

supporting people who work with men and boys every day (e.g. teachers, sports coaches, social workers) to prevent violence and improve the well-being of men and boys;

developing new early intervention approaches with adolescents at-risk of using violence;

strengthening early intervention responses for adults and young people to prevent child sexual abuse; and

drawing on our grounded practice experience, advocating for systemic changes that seek to prevent violence and child sexual abuse.

The Men's Project builds on Jesuit Social Services' over 45 year engagement with boys and men in trouble, but it also involves us leading new work to reduce violence, to improve the wellbeing of boys and men, and to keep families and communities safe.

### **Duties of the position**

- Provide specialist support, psychoeducation and advice to young people who are concerned about their own or another young person's sexual thoughts and behaviours, and, at a later date parents, carers, and professionals who are concerned about a young person's problematic and harmful sexual behaviour. Including using strength-based and motivational interviewing.
- Identify, assess, and respond to factors associated with risk of harmful sexual behaviour during helpline interactions, including identifying and facilitating strategies to increase safety for young people and others, and supporting safety planning
- Drive service practice improvement by collaborating with the team, applying professional expertise, and contributing to the ongoing review and enhancement of What's ok? Australia Helpline operations and delivery. This includes leading and assisting with specific projects.
- Provide duty shift management for practitioners who are providing support, psychoeducation and advice to individuals contacting the What's ok? Australia helpline. Duty shift responsibilities include providing debriefs, supporting staff with challenging calls and chats, and mandatory reporting.

- Assist with evaluation, audit, and data analysis processes, including analysing helpline data, contributing to research projects, and applying findings to improve service effectiveness and outcomes.
- Maintain accurate case notes and reporting, ensuring all files, statistics, and documentation meet organisational standards, anonymity requirements, and support reporting to stakeholders and funders. ]
- Supervise, mentor, and induct staff to strengthen practitioner capability and promote reflective, high-quality practice. This includes leading training and knowledge development, delivering staff training and promoting the application of practice frameworks and approaches for offender prevention into helpline practice. (These duties will not be present till a later date)

## Key Selection Criteria

(max 5 - this is what candidates are being asked to include in their cover letter, Outline the essential capabilities, knowledge, experience, and soft skills needed to perform the role successfully. Base each criterion on actual duties in the PD.) Note: Mandatory Position Requirements below: don't need to be included here

- Tertiary qualification/s in field in social work, psychology or the social sciences is essential.

- Extensive practice experience:

With young people who are concerned about their own sexual thoughts and behaviours or have engaged in harmful sexual behaviours

AND/OR

- with children who are at risk of experiencing child sexual abuse and their families

AND/OR

- working on a helpline managing difficult and challenging topics

AND/OR

- other relevant fields (e.g., family violence).

- Proven ability to apply psychological, social work, or behaviour change knowledge, approaches and evidence-based frameworks (e.g., trauma-informed practice, Good Lives Model) when working with young people to prevent or disrupt harmful sexual behaviour and improve practice outcomes.
- Ability to assess and respond to risk, including safety planning and respond to questions and concerns related to relationships, consent, boundaries, and harmful sexual behaviour (HSB) in an age-appropriate and developmentally informed way
- Drive service practice improvement by collaborating with the team, applying professional expertise, and contributing to the ongoing review and enhancement of What's ok? Australia Helpline operations and delivery. This includes leading and assisting with specific projects.

- Superior written and verbal communication skills, including the ability to fulfil administrative requirements, including data entry and case note writing; as well as writing professional reports.
- Demonstrated ability to provide effective line management, professional supervision, and duty management to practice staff, ensuring high standards of service delivery and staff wellbeing. This includes proven skills in mentoring and developing staff capability, fostering reflective practice, and maintaining accountability within a multidisciplinary team.
- Knowledge of practice frameworks and approaches for working with young people, child protection issues, including a commitment to a compassionate and empathetic approach when working with a diverse range of service users and staff.
- Ability to use modern technologies for helpline service delivery, including strong attention to detail and ability to maintain accurate, confidential case note records in line with agreed policies and procedures.
- Experience working with or knowledge of priority groups as defined by the National Strategy to Prevent and Respond to Child Sexual Abuse 2021-2030 (victims and survivors of child sexual abuse and their advocates, children and young people and their support networks, First Nations peoples, culturally and linguistically diverse (CALD) communities, people with disability, LGBTQIA+ people, people living in regional and remote communities).
- Ability to conduct oneself and undertake role responsibilities in a way which reflects and upholds the organisation's identity and ethos (as encapsulated in our purpose, vision, mission and values). **(All Staff)** ]

- [Capacity to engage in reflective processes that are aimed at strengthening and deepening a collective commitment to the organisation’s identity and ethos. **(All Staff)**

### **Key Performance Indicators**

- Demonstrates delivery of empathetic and non-judgmental support to all individuals contacting the What’s ok? Australia helpline, while also maintaining clear boundaries and accountability for harmful behaviours. Also, demonstrating high-quality, strengths-based , evidence-informed psychoeducation and advice.
- Ability to assess and respond to risk, including identifying and facilitating strategies to increase safety for young people and others, and supporting safety planning
- Maintains effective and comprehensive recordings of call summaries and maintains accurate records, documentation, and reports in line with organisational standards, ensuring compliance, accountability, and contribution to service improvement.
- Participates consistently in supervision, debriefing, and professional learning, demonstrating application of feedback and commitment to wellbeing and continuous improvement.
- Effectively supervises, mentors, inducts and supports staff, contributing to improved practitioner capability and wellbeing within the team.
- Maintains respectful, professional, and effective relationships with internal teams and external professionals, supporting coordinated responses to child sexual abuse concerns. ]

### **Key responsibilities of Jesuit Social Services Employees**

#### **[Our organisational identity and ethos**

The work of Jesuit Social Services is informed by Catholic Social Teaching and our Jesuit tradition of respecting the preciousness of each human being, walking with the disregarded, and caring for the earth.

All employees are responsible for:

- Demonstrating an understanding of, and a capacity to uphold Jesuit Social Services’ organisational identity and ethos (as encapsulated in our purpose, vision, mission and values) in the execution of their role responsibilities.

#### **Service delivery/ Practice Framework (program delivery roles)**

- Engage and build positive and constructive relationships with internal and external stakeholders and program participants
- Deliver services consistent with program guidelines, relevant legislation and funding agreements
- Communicate clearly with others
- Manage competing priorities in a high-volume work environment
- Fulfil the reporting and administrative requirements associated with the position

- Other duties as required.

#### Team work and supervision (program delivery roles)

- Work effectively as part of a team, contributing to group outputs and reflective practice
- Actively participate in regular supervision with the line manager, staff meetings and professional development opportunities. ]

#### Continuous Improvement and Professional Standards

- Demonstrate a commitment to own learning and development
- Commitment to risk management and continuous quality improvement processes
- Compliance with relevant legislation, Code of Conduct, policies and procedures of Jesuit Social Services

#### Diversity and Inclusion

- Demonstrate respect and acceptance of diversity at all times and provide culturally appropriate support to all including Aboriginal and Torres Strait Islander peoples and those who identify as LGBTQIA+
- Interact with staff, participants and other stakeholders in a manner that is inclusive, respectful and non-discriminatory

#### Mandatory Position Requirements

- Current National and International (where required) Police Check
- Current Employee Working with Children Check
- Proof of eligibility to work in Australia

#### Safeguarding Children and Young People

Jesuit Social Services takes child protection seriously, we undertake a range of checks and processes to ensure safeguarding of children, and you are required to meet the behavior standard outlined in our Code of Conduct.

#### Ecological Justice

*Jesuit Social Services is committed to ecological justice, which is the intersection of social and environmental justice. We strive to protect, nurture and restore healthy and equitable relationships between people, place and planet which, when damaged, lead to disadvantage, poverty, inequality, prejudice, and exclusion. This commitment is embedded in our organisational culture, program practice, advocacy and our business processes.*

#### Conditions of Employment

Conditions of employment are in accordance with the current Jesuit Social Services Collective Agreement and Jesuit Social Services Policy & Procedures, including the Code of Conduct.

**Employee Acknowledgement**

I, \_\_\_\_\_ (please print name) acknowledge that I have read and understood the contents of this position description.

**Employee Signature:**

\_\_\_\_\_ **Date:** \_\_\_\_\_

**Position Description Approved by: Georgia Naldrett**

**General Manager - Child Sexual Abuse Prevention, Stop it Now! Australia**

**Position Description Review Date:**

**June 2028**