

After Hours Crisis Counsellor Position Description

Job Description:	After Hours Crisis Counsellor
Position reports to:	Senior Practitioner (Intake, After Hours, Arch)
Award:	SASS Enterprise Agreement 2025
Level:	Clinical Stream (Grade 3.1 – 3.3)
Location:	The SASS office is in the Hobart CBD. The Crisis Response Service, however, is provided from the employee's home but may also involve call outs to the Royal Hobart Hospital Sexual Assault Medical Service (SAMS) Unit, Arch site and / or Tasmania Police Stations within the Hobart area.

NOTE:

Mobile phone, laptop computer and portable WIFI device are provided by SASS.

About SASS

The Sexual Assault Support Service (SASS) is a not-for-profit organisation committed to creating a healthy, safe Tasmania free from sexual violence.

SASS delivers 24/7 sexual crisis support services including over weekends and public holidays. After Hours Crisis Counsellor employees will be required, on a rostered cycle, to be accessible outside normal business hours as a part of ensuring sustainable 24/7 service coverage.

Other SASS services include specialised therapeutic support for survivors of sexual violence and their supporters, as well as primary prevention education and training for organisations, institutions, and communities. Together, we are building a future where respect and safety are at the centre of every Tasmanian community.

SASS is funded by the Tasmanian Department of Premier and Cabinet (DPAC), the Tasmanian Department of Education, Children and Young People (DECYP) and the Australian Department of Social Services (DSS).

SASS is a values-based organisation, and these values listed below underpin the way we work:

- client-focus
- sincerity
- collaboration
- professionalism

As an employee of SASS, we will expect you and all staff to be committed to:

- Safeguarding children and young people. You will be required to adhere to the standards set out in our Safeguarding Children and Young People Policy with respect to keeping children and young people safe from any form of abuse.

- Maintaining a safe and healthy work environment by working safely and adhering to all relevant policies and procedures.
- Actively engaging with regular internal and/or external supervision and professional development.
- Demonstrating professional workplace behaviours at all times in accordance with SASS's Code of Conduct and consistently adhering to organisational policies, procedures, standards and practices.

About the role

The After-Hours Crisis Counsellor position is responsible for:

- Responding to the after-business hours aspect of 1800 MYSUPPORT line, the 24-hour, 365 days a year crisis response and phone counselling service for victims of sexual assault.
- Participating, on a cyclic roster with other workers, after business hours/weekends/public holidays, undertaking a consecutive 7-day shift, rostered on once every 3-6 weeks. You will be roster on one of two weeklong shifts that splits the 24-hour period (e.g., Shift one weekday 4.30pm-11pm and weekends/public holidays 9am-9pm, Shift two weekdays 11pm-9am and weekends 9pm-9am).
- Coordinating forensic medical examinations for recent sexual assaults, undertaken at the Royal Hobart Hospital and attending as a professional support.
- Attending police statements at Arch or the Hobart Police Station as a professional support.
- Providing crisis counselling, support, advocacy, referral, and information services to survivors of sexual abuse, their families and other professionals involved in their support.
- Co-ordinating cross-agency responses to the needs of victims of sexual assault including advocacy and crisis support.
- Liaising with child protection agencies regarding children at risk of sexual abuse.
- Providing effective client hand-over to other SASS employees and Senior Practitioner.
- Attending monthly team meeting out of business hours.
- Checking SASS emails daily when on shift, weekly when not on shift, and responding to urgent requests for shift cover.
- Maintaining accurate, clear, timely documentation regarding client related activities.
- Working collaboratively with other SASS workers and service providers in providing a professional, flexible and responsive service to clients.
- Undertaking case debrief when required and participate in professional development and clinical supervision activities.
- Conducting all interactions with clients, colleagues, and partners in a professional and courteous manner, adhering to the code of conduct and ethical standards.
- Other tasks that may be required as per the direction of Senior Practitioners, General Managers or CEO.

Level of Responsibility

The After-Hours Crisis Counsellor will:

- Work under the direction of the Senior Practitioner.
- Work as a collaborative member of the SASS team.
- Exercise initiative and sound judgement in setting priorities, planning and managing their workload, and exercise discretion and professionalism when supporting clients.

- Adhere to all SASS policies and procedures, including the Code of Conduct.
- Exercise initiative and sound judgement within a framework of relevant legislation and ethical considerations where procedures are not clearly defined
- Raise issues or concerns with the Senior Practitioner or General Manager as soon as practicable
- Actively engage with own professional development – including participating in team meetings, case reviews, professional development activities and clinical supervision.

Qualifications, Training and Experience

Essential

- Understanding of issues associated with sexual harm
- Minimum of two years professional experience working in a counselling/therapeutic setting and/or experience working with victim-survivors of sexual harm and understand associated concerns and presentations.
- Working knowledge of trauma informed practice
- Experience in providing crisis support
- A sound understanding of relevant mandated reporting and risk response legislation
- A sound understanding of an ethical practice framework
- Degree in counselling, psychology, social work or similar with eligibility for membership of the relevant professional association (APS, AASW or PACFA).
- A National Police Check
- Working With Vulnerable People Registration
- Computer literacy

Desirable

- Relevant post-graduate qualification
- Training/experience in working with children and adolescents; Aboriginal and Torres Strait Islander people; people with disabilities; members of CALD communities; and/or male clients
- Professional experience working in crisis response and/or sexual assault.
- Current driver's licence

Selection Criteria

The following knowledge, skills, and experience are required for the position of After-Hours Crisis Counsellor:

1. Knowledge and understanding of issues relating to sexual assault and how they may impact on victim survivor's lives and community attitudes about sexual assault.
2. Knowledge and experience of relevant assessment, risk assessment, case management and counselling approaches including responses to trauma and experience in crisis, brief intervention or general counselling work.
3. Experience in supporting clients through advocacy and enabling roles and by facilitating their access to and engagement with appropriate services.

4. Capacity and willingness to work effectively within a multi-disciplinary team and to be flexible and adaptable to meet the organisation's needs.
5. Ability to work autonomously and exercise initiative and integrity in their relationships with clients and in their professional role with SASS.
6. Knowledge and understanding of frameworks of ethical practice; confidentiality; the requirements of mandatory reporting; and relevant statutes and laws.
7. Well-developed written and verbal communication skills.
8. Knowledge of the importance of self-care and how this applies in practice to each individual. An understanding of their own role, responsibility and individual needs to maintain their own wellbeing.
9. Demonstrated ability to apply computing concepts in programs including Microsoft Office, Excel and Outlook (for use of email), the internet and other IT software.
10. Demonstrated time management and priority setting skills along with the capacity to achieve outcomes in an environment where there are multiple demands and complex tasks and to participate collaboratively in planning and coordinating activities across the workplace.