

POSITION DESCRIPTION

Position: Western Australian (WA) Aboriginal Quitline
Counsellor (QUIT.140A)

Reports To: Quitline Team Leader

Classification: Band D

CANCER COUNCIL VICTORIA

Every year, more than 39,000 Victorians will be diagnosed with cancer, and nearly 12,000 will die from cancer. The number of cases will increase as our population grows and ages. Survival will also improve as we get better at [early detection](#) and [treatment of cancer](#).

Since our establishment in 1936, [Cancer Council Victoria](#) has developed an international reputation for our innovative work in [cancer research](#), [prevention](#) and [support](#). As an independent, not-for-profit organisation, we play a leading role in reducing the impact of all cancers on all people.

Our people work and volunteer at Cancer Council Victoria to contribute to an organisation that makes a real difference in people's lives and is valued by the community we serve. In return we are proud to foster a culture that supports individuals to reach their full potential, in an environment that reflects our values of **Excellence, Integrity and Compassion**.

DIVISION / TEAM SUMMARY

[Quitline](#), which includes a dedicated Aboriginal Quitline service, is a joint initiative of Cancer Council Victoria and WA Health. The Quitline is managed by Quit, the Cancer Council's nationally recognised peak group dedicated to supporting people to become nicotine free.

The Quitline telehealth clinical service provides access to free and confidential telephone counselling plus information and advice through telephone and messaging services.

POSITION SUMMARY

The key aim of this position is to provide culturally appropriate specialist telephone information, advice and individualised counselling and support to assist clients experiencing nicotine addiction issues. Aboriginal Quitline Counsellors also provide information and advice on smoking and vaping, quitting and the use of quitting medications and products. Aboriginal Quitline Counsellors respond to incoming calls on the Quitline or online messages and make outbound telephone or video calls as part of the Quitline call back counselling service.

The Aboriginal Quitline Counsellor is one of several Counsellors rostered at any one time to counselling shifts between 8am and 8pm Monday to Friday and between 10am and 5pm on Saturday.

Aboriginal Quitline counsellors work with mainstream Quitline clients and are also responsible for providing ongoing case-management counselling to their Aboriginal clients on Aboriginal Quitline. Aboriginal Quitline Counsellors receive clinical supervision and ongoing professional development to support their behaviour change counselling, and also ongoing training and support from an experienced Aboriginal Supervisor. Access to online peer support and collaboration in real-time and through team meetings and clinical supervision are key principles of the service.

The Aboriginal Quitline Counsellor may also liaise with teams involved in community engagement activities. The Aboriginal Quitline Counsellor will be one of the faces of the Aboriginal Quitline, with occasional requirements to attend community events and feature in social marketing campaigns and resources. This is an integral component of supporting community members to call the Aboriginal Quitline.

RESPONSIBILITIES

Aboriginal Quitline Duties

- Be a key contact within the Quitline for Aboriginal related advice or smoking and vaping cessation counselling services.
- Liaise with organisations and/or community members to build a positive image, profile and reputation for the Aboriginal Quitline within Aboriginal communities and organisations
- Contribute to the development of, and feature in, Aboriginal Quitline social marketing and Aboriginal Quitline resources.
- Use specialist telephone counselling and cessation assessment skills to identify issues presented by callers wishing to quit and respond to these effectively and appropriately within the guidelines and protocols of the Quitline service. This includes referring to available resources and strategies to assist these callers.
- Provide specialist telephone information, advice and individualised telephone counselling to assist people who wish to quit smoking and vaping by:
 - helping people understand why they smoke and vape
 - assisting them to make a plan to quit
 - providing encouragement, support and information; and
 - advising family and friends concerned about others' smoking and vaping.
- Provide safe nicotine cessation assessment, advice and support for population groups with special health needs such as pregnant women; young people; callers who disclose a mental health condition; and callers with other health conditions that are impacted by smoking cessation.
- Advise Quitline Team Leader of any issues arising during shifts and/or escalate more difficult/complex calls to the Quitline Team Leader and make recommendations for resolution and action when appropriate.
- Participate in information, training and supervision/Psychological First Aid sessions as required.
- Work in a collaborative way with other team members including the Workforce and Process administrator and Quitline Information Officer.

Such other duties as directed and consistent with an employee's level of skill, competence and training.

KEY SELECTION CRITERIA

Essential Criteria

- Thorough counselling training, and or relevant tertiary qualification with undergraduate studies in counselling theory and practice or a health-related discipline, with experience talking to Aboriginal and/or Torres Strait Islander clients about relevant health issues.
- Understanding and knowledge of social, emotional, health, wellbeing and cultural issues affecting the Aboriginal and/or Torres Strait Islander population and the ability to interact with Aboriginal communities and clients in a respectful and culturally safe manner.
- Excellent verbal communication and active listening skills including the ability to establish good rapport with people and express ideas assertively, and in a non-judgmental way as well as the ability to contain calls.
- Ability to understand and assess people's needs and assist people as appropriate by providing information, counselling and support, within the guidelines and protocols of the Quitline service.
- Strong organisation skills, with an ability to work autonomously and the proven ability to meet deadlines
- Advanced skills in MS Office, including Word, Excel and PowerPoint

Desirable Criteria

- Telephone counselling experience.
- Experience working with individuals with drug and alcohol addiction issues.
- Knowledge and understanding of concepts and theories of smoking and vaping behaviour and cessation; and/or knowledge of health education/promotion.
- Experience in a tobacco control organisation.

Special Requirements

- This position will be a 100% remote working from home position, the employee must have an appropriate area in which to work, and an OH&S check completed.
- Ability to work between 8am and 8pm Monday to Friday and 10am and 5pm on Saturday
- Non-smoker.
- Right to work in Australia.
- Satisfactory completion of National Police Check.
- Current Working with Children Check.
- A stable internet connection with download and upload speeds of 20mbps and 10mbps