



position description

Job Title:	Counsellor (Kids Helpline)
Position ID:	Various
Location:	Various
Division/Programme:	Client Services/ Virtual Services
Immediate Manager:	Kids Helpline Team Leader

about us

yourtown is a trusted provider of services for young people, with a focus on mental health and wellbeing, long-term unemployment, prevention of youth suicide, child protection, as well as support for those experiencing domestic and family violence.

We exist to help young people realise they can tackle whatever life throws at them. To believe in their unique strengths, tenacity and self-determination, to identify and create the path they want for themselves.

Our goals are achieved through genuine collaboration with community, we depend on the support of donors, sponsors, governments and Art Union supporters to fund our vital services, to give children and young people the confidence to rise up and keep moving forward to achieve their potential.

yourtown has a zero-tolerance approach to abuse and we believe that Safeguarding is a shared responsibility of all, for all.

purpose of the position

To provide professional counselling services and support interventions in line with **yourtown's** organisational practice framework to clients accessing Kids Helpline support channels.

responsibilities

May include, but are not limited to

- Deliver high quality, needs based counselling services in line with **yourtown** and Virtual Services operational guidelines, benchmarks and priorities:
 - Deliver services across a range of channels including but not limited to voice, web and email to children and young people aged 5-25 years, as well as parents and carers
 - Deliver therapeutic services that are client-centred and strengths-based, within a trauma informed, developmentally appropriate, social-ecological and culturally aware and inclusive practice framework.
 - Provide service users with support that is in line with **yourtown** values, frameworks, policies and procedures
- Respond to client presentations:

- Apply **yourtown's** practice framework and counselling skills model and work within **yourtown's** ethical standards and code of conduct.
- Provide appropriate client centred counselling practices including assessment, formulation, collaborative support planning and review, crisis intervention, closure, transition and referral
- Recognise and respond to emerging service user safety concerns and engage in safety planning and interventions effectively to ensure the safeguarding of children and young people.
- Work within all relevant policies and procedures including child protection, suicide prevention, privacy and confidentiality, service user safety (including duty of care and mandatory reporting obligations), case noting and data collection and other components of service delivery.
- Meet organisational priorities within a high availability service:
 - Maximise response to all service contacts across all channels including voice, web and email as required and in line with service demand
 - Meet specified operational impact benchmarks in line with service standards within a high volume, high response environment
 - Ensure that all data is entered accurately and within specified timeframes to comply with all contractual key performance indicators.
 - Work productively across a 24/7 roster matched to service need and demand
- Commitment to ongoing professional development and continuous service improvement through:
 - Active participation in practice supervision and line management, performance development and organisational learning and development.
 - Ongoing professional development to expand and build on knowledge of counselling theory and practice, youth mental health and wellbeing
 - Participation in organisational evaluations and research
 - Reflective practice and openness to ongoing feedback and learning from various stakeholders
 - Participation in career development opportunities and secondments which may include, but are not limited to
 - Contribution to other Virtual Services programs (Kids Helpline@School, Relief Shift Supervision, Parentline, and My Circle)
 - Learning and development content development and facilitation
 - Other service and organisational projects
- Successful completion of **yourtown's** Kids Helpline 'Supervision Training and Evaluation Program' (STEP), and all subsequent training and supervision requirements

- Demonstrate professional conduct, behaviour and communication that is line with **yourtown's** Values and Behaviours and Kids Helpline's Counsellor Professional and Operational Competencies
- Participate in and meet the requirements for Practice Supervision and Client Skills Training
- Demonstrate an understanding of and meet the requirements of the position and all performance expectations including:
 - Maintaining currency of knowledge with regards to relevant legislation, professional practice and emerging trends to ensure advice is current and effective
 - Participating in other duties and cross-functional teams as may be required, in order to achieve efficient and effective **yourtown** services
 - Participating in and meeting the expectations as agreed pursuant to the Organisational Performance System processes
 - From time to time be required to assist in other locations and travel intrastate, or interstate, as required.

at yourtown our team members

- Adopt a culture of individual and organisational accountability, shared mission, mutuality of respect and responsibility, growth mindset and continuous improvement
- Invest in their own ongoing professional development and leadership capability through active learning, seeking feedback and participating in **yourtown** leadership impact opportunities
- Solve team and organisational problems using a super team approach leveraging cross functional capabilities and skills with diverse thinking to create a future ready workforce
- Engage respectfully and meaningfully with Aboriginal and Torres Strait Islander communities, stakeholders, clients, and colleagues. Actively support initiatives identified in **yourtown's** Stretch Reconciliation Action Plan 2023 – 2025.

selection criteria

Essential knowledge, skills, abilities:

- Relevant degree in Psychology, Social Work, Counselling, Human Services or similar.
- Minimum of 1 year counselling experience, or other related experience in working with young people
- Ability to work a minimum of 48hrs per fortnight across a range of shifts in a 24/7 help line environment including, late evening, overnight and weekends, with flexibility and resilience to perform well within a shift work environment
- Demonstrated understanding of social, cognitive, developmental and mental health issues confronting children, young people and their families.
- Demonstrated ability of, or capacity to acquire, telephone and online counselling skills as practiced by **yourtown**.
- Knowledge of, or the ability to rapidly acquire, counselling theories and the strengths and limitations of the telephone and online mediums for counselling.

- Demonstrated high level of commitment to the principles of client centred practice, empowerment and confidentiality
- Demonstrated high level understanding of professional boundaries and ethics.
- Demonstrated high level technological competence and ability to work in a virtual support environment across multiple digital systems to deliver counselling and crisis support interventions.
- Demonstrated ability to meet impact, outcome KPI's and performance expectations within a high availability, high volume service environment.
- Demonstrated skills in effective interpersonal communication, including well developed written communication skills.

Desirable knowledge, skills, abilities:

- Crisis counselling experience
- Delivery of support programs through digital channels
- Work from home/remote work experience
- Registration/membership with APS, AASW, PACFA.

requirements

The Counsellor (Kids Helpline) must always:

- Comply with the relevant state or territory requirements for working with children
- Maintain satisfactory National Criminal History Check
- Comply with **yourtown** immunisations requirements
- Demonstrate professional conduct, behaviour and communication that is in line with **yourtown's** Values and Behaviours as outlined in the Code of Conduct
- Maintain confidentiality and discretion in all matters
- Align to our mutuality of safety for self, others, and in our workplaces
- Uphold the **yourtown** safeguarding commitment in every aspect of your role

Review and Version Control				
Version	Authorised by	Approval Date	Effective Date	Comment
V2.2	HR Manager	06.03.2025	06.03.2025	Update terms
v2.1	Senior Business Partner	20.12.2023	20.12.2023	Changed location to 'various' to reflect QLD, NSW and VIC.