

Senior Helpline Practitioner

Child Sexual Abuse Prevention – Stop It Now! 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:	Senior Practitioner – Stop It Now! Australia
PROGRAM:	Stop It Now! Australia – Child Sexual Abuse Prevention Team
LOCATION:	Richmond office-based
REPORTING RELATIONSHIPS:	This position reports directly to Helpline Coordinator - Stop It Now! Australia. This position will have direct reports.
EFFECTIVE DATE:	August 2026

Position Purpose (max 3 dot points)

- Provide specialist support and leadership within the Stop It Now! Australia team, offering evidence-informed psychoeducation, support and advice to individuals contacting Stop It Now! Australia Helpline due to concerns about their own or someone else's sexual thoughts or behaviours towards children.
- Drive evidence-based improvement across the helpline, 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

Stop It Now! Australia

Stop It Now! Australia is a child sexual abuse prevention program which works with individuals concerned about their own or someone else's sexual thoughts or behaviours towards children. It was first established by a victim-survivor of child sexual abuse in the U.S 30 years ago, and we have been delivering the service here in Australia for over two years. We have recently received federal funding to expand and develop a larger scale Offender Prevention Service based on the Stop It Now! Pilot program. We are currently building an exceptional new team to help lead the national expansion of this prevention service.

The program's key feature is an anonymous phone and chat helpline for people who are worried about their own sexual thoughts and behaviours in relation to children, as well as professionals and family members who are concerned about the behaviour of others. The service also includes a website with advice, self-help materials and guidance to raise awareness around child sexual abuse. Stop It Now! Australia is dedicated to preventing the sexual abuse and exploitation of children and seeks to achieve this by engaging with adults who may go on to harm children, and other protective adults. While the service can be accessed anonymously, all mandatory reporting guidelines are complied with.

The Stop It Now! Australia service sits within the Child Sexual Abuse Prevention team 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 individuals contacting the Stop It Now! Australia Helpline regarding their own or someone else's sexual thoughts or behaviours towards children, using evidence-informed psychoeducation.
- Provide duty shift management for practitioners who are providing support, psychoeducation and advice to individuals contacting the Stop It Now! Australia helpline. Duty shift responsibilities include providing debriefs, supporting staff with challenging calls and chats, and mandatory reporting.
- Drive service practice improvement by collaborating with the team, applying professional expertise, and contributing to the ongoing review and enhancement of Stop It Now! Australia Helpline operations and delivery. This includes leading and assisting with specific projects.
- 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.
- 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. |

Key Selection Criteria |

- Tertiary qualification/s and/or relevant experience in the field of social work, psychology or the social sciences is essential. Knowledge and understanding of relevant legislation and regulatory frameworks is desirable
- Commitment to preventing child sexual abuse and promoting child safety. This includes demonstrated practice experience:
 - with people who are concerned about their sexual thoughts towards children or have perpetrated child sexual abuse (essential).

AND

- with children who are at risk of experiencing child sexual abuse and their families (essential).

AND

- supporting other professionals and non-offending family members respond to concerns related to child sexual abuse (desirable).
1. 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 serious offenders and non-offending individuals to prevent child sexual abuse and improve practice outcomes.
 2. 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.
 3. 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.
 4. Demonstrated enthusiasm for ongoing learning and professional development to enhance contribution to child safety and service quality. Including capacity to work flexibly in response to changing service needs, manage competing priorities, and adjust practices as required.
 5. 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).

Key Performance Indicators |

- Demonstrates delivery of empathetic and non-judgmental support to all individuals contacting the Stop It Now! Australia helpline, while also maintaining clear boundaries and accountability for harmful behaviours. Also, demonstrating high-quality, evidence-informed psychoeducation and advice.
- Effectively supervises, mentors, inducts and supports staff, contributing to improved practitioner capability and wellbeing within the team.
- Applies research findings, evaluation insights, and data trends to inform and enhance helpline practice and service delivery.

- Maintains respectful, professional, and effective relationships with internal teams and external professionals, supporting coordinated responses to child sexual abuse concerns.
- 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. |

Key responsibilities of Jesuit Social Services Employees

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.

Service delivery/ Practice Framework (share services roles)

- Engage and build positive and constructive relationships with internal and external stakeholders
- Deliver services consistent with shared services 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)

- 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.

Team work and supervision (shared services roles)

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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, inclusion and culture

- 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
- Demonstrate an understanding the identity and ethos of Jesuit Social Services or Demonstrate understanding, and a capacity to provide leadership in, the identity and ethos of Jesuit Social Services

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.

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:
GM or ED

Position Description Review Date:
2 years from effective date