

POSITION DESCRIPTION



Helpline Practitioner

What's ok? Australia - Child Sexual Abuse Prevention

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
PROGRAM:	What's ok? Australia - Child Sexual Abuse Prevention
LOCATION:	Metropolitan Melbourne and surrounding suburbs
REPORTING RELATIONSHIPS:	This position reports directly to the Manager-What's ok? Australia, Child Sexual Abuse Prevention Team. This position doesn't have any direct reports
EFFECTIVE DATE:	June 2026

Position Purpose

- Apply specialist knowledge and expertise to provide evidence-informed psychoeducation, support and advice to young people, parents, carers and professionals contacting What's ok? Australia Helpline due to concerns about their own or another young person's sexual thoughts or behaviours.
- Engage with young people contacting the What's ok? Australia helpline in a respectful and non-judgmental way, supporting them to understand their behaviours, make safer choices, increase safety, take responsibility, and build motivation for positive change to prevent harm to themselves and others
- Maintain best practice and service quality by engaging in supervision, reflective practice, and professional development, while contributing to a supportive and collaborative team culture dedicated to innovation in harm prevention, and the protection of children. |

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, as well as 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 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.
- Identify, assess and respond to risk of harmful sexual behaviours during helpline interactions, including identifying and facilitating strategies to increase safety for young people and others, and supporting safety planning
- Support service practice improvement by applying professional expertise, and contributing to the ongoing review and enhancement of What's ok? Australia Helpline operations and delivery.
- 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.
- Use strength-based approaches and motivational interviewing to support young people to understand their behaviour, recognise their strengths, and make safer, respectful choices.

Key Selection Criteria

- Tertiary qualification/s and/or relevant experience in field in social work, psychology or the social sciences is essential.
- Commitment to and demonstrated 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
- 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.
- 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. Knowledge and understanding of relevant legislation and regulatory frameworks is desirable.
- 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).
- Capacity to engage in reflective processes that are aimed at strengthening and deepening a collective commitment to the organisation's identity and ethos.

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.
- 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:

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

Position Description Review Date:

2 years from effective day