



position description

Job Title:	Kids Helpline @ School Facilitator
Position ID:	6348
Location:	Yuggera/Tuurbal Milton
Division/Programme:	Client Services/Virtual Services
Immediate Manager:	Kids Helpline @ School Program Manager

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.

purpose of the position

The Kids Helpline @ School Facilitator is responsible for the design, resourcing and facilitation of Kids Helpline @ School sessions to students across Australia via video conferencing technology.

responsibilities

May include, but are not limited to:

- Ensure quality services that enhance the lives of young people by focusing on their strengths and inherent abilities:
 - Deliver services that are client centred, strengths based, outcome focused, professional and aligned with child safety requirements.
- Deliver a quality program and ensure sessions provided are of a high quality, relevant and informed by evidence:
 - Research and develop evidence informed session topics for program delivery across a range of issues including online safety, digital citizenship, cyberbullying, social and emotional wellbeing, mental health.
 - Consult with Kids Helpline Counsellors and Supervisors, other **yourtown** stakeholders and schools to identify emerging trends to inform session content.
 - Identify and source resources to support session delivery based on the needs of students, as informed by emerging trends and brief provided by school.
 - Facilitate Kids Helpline @ School sessions via a video conference in line with the schools' requests and at scheduled times.

- Actively engage with an audience of school aged students for up to 45 minutes using evidence based strategies and techniques.
- Provide flexibility and adaptability in meeting ongoing program needs with schools.
- Support the review, monitoring and tracking of sessions for reporting purposes.
- Provide post session reports to schools to summarise session and recommendations for future sessions.
- Engage with schools and network with other external stakeholders to promote Kids Helpline @ School:
 - Present at external workshops, events and conferences to promote Kids Helpline and Kids Helpline @ School services.
 - Build and maintain relationships with schools to ensure ongoing and effective delivery of Kids Helpline @ School.
 - Co-ordinate and facilitate external events to promote the Kids Helpline @ School service.
 - Assist with responses to queries from schools and organisations wishing to engage Kids Helpline @ School.
- Provide administration support as required for the effective delivery of the program.
- 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.

selection criteria

Essential knowledge, skills, abilities:

- Relevant degree in Psychology, Social Work, Counselling, Human Services or similar, and minimum 12 months experience working in education or counselling.

- A demonstrated understanding of the Kids Helpline therapeutic counselling framework and service delivery.
- Demonstrated understanding of social, cognitive, developmental and mental health issues impacting the lives of children, young people and their families.
- Demonstrated high level of commitment to the principles of client centered practice, empowerment, professional boundaries, ethics and confidentiality.
- Excellent presentation, public speaking and communication (both written and verbal) skills, with the ability to build rapport with school age children.
- Comfortable and proficient in the use of technology (including the regular use of video conferencing platforms).
- Strong problem solving skills with the ability to adapt to changing and challenging circumstances.
- Demonstrated ability to manage own workload and work autonomously, while also supporting a wider team to meet program requirements.

Desirable knowledge, skills, abilities:

- Knowledge and understanding of the Australian educational landscape and school curriculum is desirable.

requirements

The Kids Helpline @ School Facilitator must always:

- Comply with the relevant state or territory requirements for working with children.
- Maintain satisfactory National Criminal History Check.
- Possess an unrestricted current Driver's Licence.
- 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
1.0	Viv Stark (Senior People & Culture Business Partner)	18/10/2023	18/10/2023	17/10/2023- RF moved to updated template with no changes to content.