



position description

Job Title:	Parentline Counsellor
Position ID:	6436
Location:	Yuggera / Tuurbal Milton
Division/Programme:	Client Services/Virtual Services
Immediate Manager:	Parentline 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

To enhance the safety and wellbeing of families by providing professional counselling services to parents and carers, to develop and enrich healthy parenting relationships.

responsibilities

May include, but are not limited to:

- Deliver high quality, client centered and strengths based counselling services in line with **yourtown** Virtual Services operational guidelines, benchmarks and priorities:
 - Deliver services across a range of modes including but not limited to telephone, web and email to parents and/or families of young children.
 - Working with in the Parentline Service Model to support parents to develop and enhance protective factors to mitigate child abuse and neglect.
 - Treat callers in line with yourtown values, policies and procedures, particularly in relation to service delivery.
- Respond to client presentations:
 - Adhere to **yourtown's** Parentline Framework Therapeutic Practice and adherence to the **yourtown** Ethical Standards including professional boundaries.
 - Provide appropriate client centered counselling practices including assessment, crisis intervention, case management and referral.
 - Work within all relevant policies and procedures including child protection, suicide prevention, confidentiality, privacy, duty of care, mandatory reporting, 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 by completing training across all platforms including phone, web and other social media platforms as required and in line with service demand.
 - Meet specified operational benchmarks in line with service standards within a high volume high response environment.
 - Participate in the development and promotion of Parentline resources, platforms and community engagement.
 - Ensure that all data is collected accurately and within specified timeframes to comply with all contractual key performance indicators
- Commitment to ongoing professional development through:
 - Active participation in clinical practice and shift supervision.
 - Expand and build on knowledge of counselling theory and practice.
 - Participation in organisational evaluations and research.
 - Be open to ongoing feedback and learning from various stakeholders.
 - Successful completion of all training and supervision requirements specific to Parentline.
 - Demonstrate professional conduct behaviour and communication that is in line with **yourtown's** Values and Behaviours.
 - 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

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 parents and/or families.
- Ability to work a range of shifts in a helpline environment including weekends as rostered and be flexible and resilient to manage within a shift work environment.
- Demonstrated understanding of social, cognitive, developmental and mental health issues confronting children, young people and their families.
- Demonstrated understanding and experience in working with attachment theory and trauma informed practice.
- Demonstrated ability to engage in reflective practice to ensure currency in skill and knowledge.
- Demonstrated ability of, or capacity to acquire, telephone and online counselling skills practiced by yourtown.
- Demonstrated high level of commitment to the principles of client centered practice, empowerment and confidentiality.
- Demonstrated high level understanding of professional boundaries and ethics.
- Demonstrated ability to meet 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.

requirements

The Parentline Counsellor 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
1.1	Viv Stark	22/09/2023	22/09/2023	22/9/23- RF moved to updated template with no changes to content