



National Centre of Excellence
for Complex Trauma

Blue Knot POSITION DESCRIPTION Telephone Counsellor (Permanent Part-time)

POSITION – Telephone Counsellor

REPORTS TO: Blue Knot Helpline Management

Blue Knot Values: Empowerment; Professionalism; Innovation; Care; Safety; Hope; Collaboration

1. COUNSELLING, SUPPORT & REFERRALS

- Offer short term, trauma-informed counselling, support and referrals to callers including adult survivors of complex childhood trauma and their personal supporter
- Maintain caller safety and stability as a priority and conduct risk assessments and interventions as necessary and in line with Helpline Policies and Protocols
- Provide information and support to callers considering or engaging with the national redress scheme (scope to be determined)
- Assist service providers with information and referrals to support their work with adult survivors of complex childhood trauma provide services primarily by telephone (at this time) in response to inbound calls and messages, and also by email, prioritising inbound calls
- Adhere to Blue Knot's policies and protocols around call management and best practice clinical protocols
- Respond to callers with a trauma-informed approach promoting safety, trust, choice, collaboration and empowerment
- Make use of Blue Knot's databases and other appropriate resources for sourcing information and referrals
- Utilise best practice methods to optimally enable callers to link with the broader service sector (warm referrals etc.)
- Respond to callers respectfully, ethically and professionally
- Develop and work on case management and medium and long term counselling models as required

2. TEAMWORK

- Working collaboratively with and support Blue Knot's strategic plan and direction
- Work in a collegial manner with members of the broader Blue Knot organisation and in particular the Blue Knot Helpline Team ensuring the provision of a cohesive and professional telephone service
- Contribute to creating a respectful and safe working environment within the counselling team and broader Blue Knot team
- Work creatively with the Helpline team and management to develop the program with a continuous improvement and quality focus

president

Dr Cathy Kezelman AM

patron

Thomas Keneally AO

ABN 49 072 260 005

ambassadors

Jane Caro

Rose Parker

Christine Foster

Detective Chief Inspector Peter Fox

blue knot helpline 1300 657 380

education & training

information & resources

advocacy & health promotion

other services

contact

T 02 8920 3611

E admin@blueknot.org.au

W blueknot.org.au

PO Box 597 Milsons Point NSW 1565

3. QUALITY

- Participate in the ongoing improvement of the Blue Knot Helpline in line with trauma-informed principles, best practice and Blue Knot's mission and values
- Comply with information management, risk management, quality management processes, recordkeeping, privacy, confidentiality and other organisational policies and procedures
- Meet statutory obligations as Mandatory Reporters

4. ADMINISTRATION

- Maintain accurate call records
- Complete call records by the end of each shift
- Assist with administrative tasks as required within agreed time constraints
- Assist with updating Blue Knot's referral databases as required

5. PROFESSIONAL DEVELOPMENT & SUPERVISION

- Attend regular group supervision provided by Blue Knot as a mandatory requirement
- Participate in monthly one on one sessions with the Blue Knot Helpline Manager
- Participate in team meetings as a mandatory requirement, and staff meetings, as appropriate
- Attend professional development training as required

6. QUALIFICATIONS, EXPERIENCE & REGISTRATIONS

Counsellors on Blue Knot Helpline need the requisite qualifications, expertise and experience to provide support and effectively counsel callers to the service. These should include:

- Current membership or eligibility to a relevant professional body
- Tertiary qualifications in counselling, psychology or social work
- Knowledge and expertise in complex trauma, trauma dynamics and the impacts and effects of traumatic stress
- Trauma-informed telephone counselling skills and experience
- Experience in risk assessment, interventions and crisis management
- Knowledge of support and service pathways for adult survivors of childhood trauma, institutional child sexual abuse survivors considering redress, and those seeking referrals for ongoing therapeutic and support services
- Computer skills competency in Word, Excel, Outlook and internet use

7. AVAILABILITY

- Willingness to work at least 1 (7.5 hour) shift per week, but minimum of 2 shifts is preferred
- Maximum availability is 3 shifts of up to 7.5 hour/shift plus a shorter weekend shift rotation
- Applicants will be required to attend evening team meetings (currently bi-monthly) and group supervision (currently bimonthly), with a mandatory minimum of 5 team meetings and 5 supervision sessions/12 months each, except under exceptional circumstances

president

Dr Cathy Kezelman AM

patron

Thomas Keneally AO

ABN 49 072 260 005

ambassadors

Jane Caro

Rose Parker

Christine Foster

Detective Chief Inspector Peter Fox

blue knot helpline 1300 657 380

education & training

information & resources

advocacy & health promotion

other services

contact

T 02 8920 3611

E admin@blueknot.org.au

W blueknot.org.au

PO Box 597 Milsons Point NSW 1565