

Specialist Counsellor Position Description

Reporting to:	Team Leader	Work location:	Various
Department:	54 reasons	Budget holder:	No
Team:	1800RESPECT	Direct reports:	No

About 54 reasons

54 reasons is Australia's leading child rights organisation, proudly part of the Save the Children Australia Group and global movement. We're here to make sure that everyone understands their rights. So that children and young people have their rights met and thrive, in all their diversity.

We champion the children, young people and families we work with. We are inspired by the curiosity and creativity of children, and motivated by the love of those who care for them. With the child's voice at the centre, we provide quality services to children and their caregivers, advocating with them so that children develop, learn, and are connected, safe and confident.

Our people are proudly local, and as diverse as the communities we serve - in every state and territory, and across regions, remote areas and capital cities. Our operations and services span the early years and school engagement, youth justice, domestic and family violence and family support, and our practice is grounded in child rights and participation.

From our 54 reasons Practice Framework to our culture where you will feel valued, belong and make a difference for children, 54 reasons is truly a place you will **learn and grow**. Find out more about *Our Promise* to Children and Young People and how our Practice and Impact measurement team works to ensure the provision of high quality, contemporary and inspiring service, practise and outcomes that meet and exceed client needs. [Our Approach – 54 reasons](#)

Here you'll make a difference

At Save the Children Australia, we attract bright and big-hearted people who are inspired to make a difference. Together, we are fearless in our pursuit of making lasting change for the children and communities who need it most.

Role Purpose

Specialist Counsellors work as part of a national 1800RESPECT service providing highly specialised counselling services to those whose lives have been impacted by domestic and family violence, sexual assault (DFSV) and/or workplace sexual harassment. Specialist Counsellors receive warm transfers from the 1800RESPECT telephone first responder team and provide single session specialist therapeutic counselling support; psycho education, referrals and at times more intensive support for complex callers through our referral pathways model. The role is also required to support as required in the first responder teams, answering calls and chats, establishing caller safety, building rapport, and identifying the best pathways for support either internally or externally.

The positions work within a national framework based on the knowledge of best practice principles and require the highest level of professionalism, ethical behaviour, and compassion. This service is available 24/7 and requires staff to work shirt work (day/evening and overnight) and have a flexible approach to support the 1800RESPECT teams in other activities as required to ensure the delivery of a high-quality service.

Here your skills will be valued

Service delivery

- Assess and provide appropriate trauma counselling within a supportive and safe environment to callers of the 1800RESPECT service

- Deliver services of high quality, within appropriate framework and timelines, meeting the needs of a broad client group
- Provide therapeutic interventions; psycho education; connect callers with available supports and support motivation for change, whilst working within a single session model
- Provide referral, information, and support to those impacted by workplace sexual harassment and frontline workers supporting callers impacted by DFSV/WSH
- As required, undertake triage calls and online chats to support the 1800RESPECT service and other teams
- Contribute to project and other activities as required, designed to improve the national service overall
- Meet statutory obligations as Mandatory Reporters in cases of children and young people at risk of harm
- Escalate identified issues and clinical risks through the appropriate formal escalation channels
- Adhere to a telephone-based and online chat practice counselling framework
- Securely and concisely record all required data for internal information management systems
- Ensure work practices are ethical and comply with the codes of the Australian Association of Social Workers (AASW), the Australian Counselling Association (ACA) or Psychotherapy and Counselling Federations of Australia (PACFA)
- Demonstrate consistently a commitment to the purpose, values, and behaviours of the organisation

Team support

- Participate in team activities, attend staff meetings when scheduled and demonstrate a supportive approach to other staff members which contributes to the overall team effectiveness
- Demonstrate a commitment to assisting and supporting colleagues in all workplace activities including support for backfilling of shifts at times
- Demonstrate a clear understanding of and commitment to organisational vision, purpose and values

Professional development and continuous improvement

- Maintain and develop personal knowledge in area of expertise and meet core values and behaviours of the organisation
- Demonstrate a commitment to professional supervision for both skill development and health and wellbeing
- Actively participate in on-shift and individual supervision sessions
- Seek new ideas and embrace/adapt to change

Health, safety, security and risk management

- Be a role model for safety and security and comply with all workplace safety policy, procedure, work instructions and training
- Act safely at all times
- Report all incidents, injuries and potential hazards in a timely manner
- Participate in, and contribute to, health and safety awareness and improvements
- Be aware of, document and manage the risks associated with your team's programs and workplaces and ensure appropriate elimination or mitigation measures are applied

Child protection and safeguarding requirements

- Maintain a child safe environment at the workplace and safeguard children's rights, acting in the best interests of children at all times
- Comply with the [Child Safeguarding Policy](#) & [Code of Conduct](#)
- Demonstrate the highest standards of behaviour towards children in both your private and professional life
- Never abuse the position of trust that comes with being a part of the Save the Children family
- Maintain a safe and positive relationship at all times when working with children and young people
- Respond to any concerns for the safety or wellbeing of a child in a program in accordance with internal reporting processes

All roles at Save the Children contribute to our impact for children

At Save the Children and 54 reasons, every role, whether in our programs or support services, plays a vital part in our impact for children. We are committed to creating a positive impact on the lives of children and their communities, and we value the contributions of every team member in achieving this vision.

Here you'll belong

It takes all types of people to do the challenging work we do. Here are some of the specific skills and experiences you'll bring to this role:

- Minimum 3 years specialist counselling experience including support for those who have been impacted by domestic, family, and sexual violence and/or workplace sexual harassment (telephone counselling advantageous)
- Experience and understanding of issues relating to service delivery with an agency that is committed to socially and culturally inclusive practices
- Understanding of federal and state-based legislation including child protection legislation relevant to service delivery
- Demonstrated ability to work in a challenging and demanding work environment, including working within agreed timeline parameters
- Well-developed oral and written communication skills including ability to communicate effectively with a diverse range of cultural and social groups
- Demonstrated good cultural responsiveness and commitment to working with Aboriginal and Torres Strait Islander people
- Commitment to the values and purpose of the organisation
- Ability to remain calm under pressure, with a flexible and positive approach
- High level of resilience and self-care practices in place
- Solid IT skills to work across phone and online chat platforms
- Commitment to a 24/7 service and willingness to work a variety of shifts across teams and flexibility to assist with backfilling at times
- Willingness to undertake further training and development

Required qualifications and/or accreditations

- Minimum 3-year tertiary qualification in Counselling, Psychology, Social Work, or related field
- Eligibility for membership with a governing body of profession, either AASW; ACA; AHPRA or PACFA

Additional Information

- Any offer of employment at 54 reasons will be subject to a satisfactory National Police Record Check and, where required, a Working with Children Check
- Employees must sign on to Save the Children Australia's Child Safeguarding Policy and Code of Conduct
- Ongoing performance and employment will be measured against KPIs, values and demonstrated behaviours outlined above
- 54 reasons is an Equal Opportunity Employer

Driver's Licence: Not required
Working with Children Check: Required

Travel: None
Assets: Laptop