

Position Description

POSITION:	Helpline & Redress Counsellor
REPORTS TO:	Service Delivery Manager – Telehealth Service Delivery
BLUE KNOT VALUES:	Hope, Recovery, Collaboration, Care, Empowerment, Professionalism

ABOUT THE ROLE:

Blue Knot Foundation Helpline and Redress Team is comprised of trauma-informed counsellors specialising in complex trauma support, with counsellors working across both services. Complex Trauma is defined as repeated ongoing and often extreme violence, neglect, and abuse from childhood.

The Helpline Service provides short-term, single session telephone counselling, psychoeducation, and referral information to adult survivors of complex trauma, parents, partners, family and friends and professionals who work with them.

The Redress Support Service provides information, referrals and casework support to survivors of institutional child sexual abuse wanting to know more about the National Redress Scheme. The service also assists people through the application and outcome process that can include the direct personal response process.

1. Helpline and Redress Service Delivery

- Provision of short term, trauma-informed telephone counselling, information, support, and psychoeducation to clients.
- Maintain strong professional boundaries, prioritising client safety and stability and remaining within the scope of the service.
- Conduct risk assessments and interventions as necessary and in line with BKF Policies and Protocols.
- Respond to clients with a trauma-informed, person-centered and culturally sensitive approach promoting safety, trust, choice, collaboration and empowerment.
- Assist service providers with information and referrals to support their work with adult survivors of complex childhood trauma.
- Deliver support and services primarily by telephone, along with webchat, emails and video conferencing (as needed).
- Provide information and support to clients considering or engaging with the

National Redress Scheme.

- Maintain a small caseload of Redress clients, providing casework support throughout their application and outcome journey.
- Adhere to Blue Knot's policies and protocols, which include but are not limited to telehealth operation manuals and best practice clinical protocols.
- Make use of Blue Knot's databases and other appropriate resources for sourcing information and referrals.
- Enable clients to link with broader and/or specialised services externally to meet their needs (warm referrals, etc.).
- Respond to clients respectfully, ethically and professionally.

2. Teamwork

- Work collaboratively with team and actively support Blue Knot's strategic plan and direction.
- Work in a collegial manner with members of the broader Blue Knot organisation and within the Helpline and Redress Team, ensuring the provision of a cohesive and professional telehealth service.
- Contribute to creating a respectful and safe working environment within the team and broader Blue Knot organisation.
- Contribute to the review and development of the Helpline & Redress services by providing feedback and creative ideas, with a continuous improvement and quality focus.
- Contribute to a culture of reflective practice with engagement in case discussions, attendance of team meetings and group supervision.
- Work together to manage and fulfill KPI's and service outcomes set by Blue Knot and our funding providers, which will include managing call volumes and workloads throughout the day.
- Take instruction regarding individual and team workflow requirements.

3. Quality and safety

Takes accountability for undertaking role-related responsibilities that contribute to ensuring clients receive consistently safe, high-quality services securely and reliably in line with Blue Knot's Clinical and Technical Governance Frameworks.

This will include but not be limited to:

- Deliver the service within the model of care scope and clinical practice.
- Service delivery practice and interventions consistently align with quality and safety measures including cultural competency, diversity and inclusion principles, and accessibility of services.
- Comply with information management, risk management, quality management processes, record keeping, privacy, confidentiality and other

organisational policies and procedures.

- Participate in the ongoing improvement of the Blue Knot processes in line with trauma-informed principles, best practice and Blue Knot's mission and values.
- Promote a safety culture and follow both quality and safety management system processes.
- Meet statutory obligations as Mandatory Reporters.

4. Administration

- Complete accurate call records, case notes and relevant documentation 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 and Supervision

- Attend clinical, operational and trauma-informed supervision in line with Blue Knot protocols.
- Participate in team meetings and team development workshops as a mandatory requirement, and staff meetings, as appropriate.
- Attend and/or complete professional development training, as required.

QUALIFICATIONS, REGISTRATIONS AND EXPERIENCE

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:

- Tertiary qualifications in counselling, psychology, or social work.
- Current professional membership with a relevant professional body i.e. ACA, PACFA or AHPRA reflecting more than 2-3 years post qualification experience as a mental health clinician.
- Substantial post qualification direct counselling experience within a telehealth environment, including work with complex trauma clients and demonstrating a significant focus on trauma-informed practice.
- Knowledge of support and referral pathways for adult survivors of childhood trauma, particularly for ongoing therapeutic and support services. Knowledge of institutional child sexual abuse survivors considering Redress a bonus.
- Experience in risk assessment, interventions, and crisis response, as needed.
- Intermediate to advanced computer skills competency in Microsoft Office including Teams, SharePoint, Word, Excel, Outlook plus CRM data entry. We currently use Salesforce.

CAPABILITY SUCCESS MEASURES

- Takes responsibility for the delivery of safe, high quality and trauma-informed services in line with organisational policies, funding requirements and relevant legislation.
- Ability to regulate when dealing with difficult or confronting information or behaviours.
- Consistently demonstrates drive and motivation, an ability to self-reflect on feedback and a commitment to learning.
- Communicates clearly, actively listens, and responds with understanding and respect, including ability to embrace multiple and divergent views.
- Acknowledges contributions from others.
- Consistently reflects the Blue Knot Values and Behaviours.

AVAILABILITY

- Ordinary working hours are currently 22.5 hours per week with 7.5 per day within daytime hours across weekdays (Mon-Fri).
- A willingness to work additional days on the weekend and public holidays, as required, to support service delivery needs. Any weekend and public holiday days worked are paid at penalty rates, as they fall outside the ordinary hours and are on a rotating roster based on staff numbers against service requirements.

OTHER REQUIREMENTS

- It is a requirement that all BKF employees have a valid and current national police check/criminal History Check and for staff working on this Helpline a Working with Children Check.
- Adaptability and flexibility, as this role and underlying processes may change and develop in line with business needs.
- Maintain a safe and WH&S compliant home office space with access to an internet connection speed tier of NBN50 – 50/20 (or better).