Position Description

POSITION:	Helpline Counsellor
REPORTS TO:	Helpline Team Leader
DIRECT REPORTS:	None
BLUE KNOT VALUES:	**We lead with hope** With empathy, compassion and understanding, we advocate for and support people to heal and recover from complex trauma **We uphold integrity** As individuals and teams, we are accountable, transparent and inclusive; always delivering quality and excellence. **We drive change** As innovative thought leaders, we build trauma-informed communities to transform the lives of people affected by complex trauma

ABOUT THE ROLE

This role provides short-term trauma-informed counselling, information and referrals within a responsive compassionate team-based Telehealth service delivered via phone, webchat and email. It supports the safety, emotional regulation, grounding and connection of adults experiencing the mental health impacts of complex trauma, mainly from childhood.

The evidence-informed service is delivered in line with Blue Knot's Model of Care and the National Safety & Quality Digital Mental Health Standards. This role contributes to a supportive, collaborative team environment that manages risk appropriately. It prioritises service user outcomes, safe quality service delivery, complex trauma best practice, ethical behaviour and staff wellbeing.

ROLE DELIVERABLES

1. **Service Delivery and Clinical Practice**
    - Deliver culturally safe, accessible, person-centred compassionate complex trauma best practice counselling consistent with best practice.
    - Apply trauma-informed, strengths based, culturally safe approaches to stabilise and empower callers, identify immediate needs and relevant referrals to ongoing support.
    - Conduct risk assessments, safety planning and crisis intervention (suicidality, self-harm), escalating per protocols, as needed.
    - Establish and maintain safe, respectful, and professional therapeutic relationships.
    - Respond empathically to disclosures and trauma responses while upholding service boundaries and scope.
    - Support service users to access including referrals and warm referrals to additional services, resources, or internal referrals as appropriate.

2. **Documentation & Reporting**
    - Complete data entry and case notes that clearly reflect service user presentations, needs, risks and strategies by shift end.
    - Maintain privacy, confidentiality, informed consent and mandatory reporting complying with organisational, ethical and legislative requirements for record-keeping
    - Promptly report critical incidents and engage in debriefs and reviews, as indicated.
    - Monitor own performance via dashboards; adjust practice to meet service and role-related KPIs, and process changes.

3. **Individual and Team Collaboration**
    - Proactively engage in self-care, regular internal and external supervision, debriefing, team meetings and reflective practice sessions.
    - Complete all mandatory compliance and professional development including refresher training.
    - Collaborate respectfully and work cohesively with peers, THS leaders, following leadership guidance on workflow and performance, and with other service areas, as needed

- Model ethical behaviour, Blue Knot values, Code of Conduct, upholding Blue Knot policies and processes, cultural humility, and self-awareness.
- Actively participate in feedback loops, team meetings, reflective practice sessions, case discussions and professional development opportunities
- Contribute to a culture of continuous improvement by providing feedback on service processes, resources, and service user needs.

4. Quality & Safety

- Assess and respond to indicators of clinical risk, risk of harm, self-harm, child protection concerns, or other safety risks, escalating as per protocols
- Ensure all activities comply with service delivery guidelines, NSQDMHS clinical governance frameworks, relevant ethical standards and professional body requirements.
- Promote cultural competency, diversity, inclusion and accessibility in service delivery.
- 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.
- Comply with information management, risk management, quality management processes, recordkeeping, privacy, confidentiality and other organisational policies and procedures.
- Promote a safety culture and follow both quality and safety management system processes.
- Meet statutory obligations as Mandatory Reporters.

QUALIFICATIONS & EXPERIENCE

- Current non-provisional ACA (Level 3–4), PACFA Clinical membership or AASW Accredited Mental Health Social Worker, plus a tertiary qualification in counselling, psychology or social work.
- Post qualification experience in complex trauma responses and Telehealth service delivery.
- Proficiency in risk assessment, safety planning, crisis response and referral pathways.
- Intermediate–advanced MS Office, SharePoint/Teams, Salesforce/CRM skills.

CORE CAPABILITIES

- Understands the impacts of complex trauma, and evidence-informed approaches which are attuned trauma-informed and culturally safe to minimise retraumatisation and support safety and stabilisation.
- Identifies risk, self-harm, family violence, and child protection concerns, conducting risk assessments and safety planning, escalating high-risk situations appropriately and in a timely manner.
- Uses active listening, empathy and psycho-education to deliver compassionate support within service scope supporting regulation and containment, matched to need.
- Maintains clear consistent professional boundaries operating within relevant ethical and legal frameworks and service scope, accurately and concisely recording case notes, risks, and strategies in a timely manner.
- Demonstrates cultural humility, respect for diversity, and inclusion, communicating respectfully with all service users and following leadership instruction around performance and workflows.
- Manages own emotional responses in the face of service user distress or trauma disclosures, using supervision, debriefing, and self-care for wellbeing, recognising early signs of VT, burnout or overwhelm.
- Engages in critical reflection and clinical supervision to improve practice, welcoming and leveraging feedback to inform learning and growth
- Works collaboratively sharing insights and resources, contributing to a psychologically safe team culture, upholding integrity, confidentiality and service user dignity always.
- Confidently uses phones, webchat, telephony and CMS ensuring privacy, professionalism, and clarity in digital communications.

AVAILABILITY

- Part time across 7-day service schedule.
- A willingness to work flexibly in line with the needs of the role and the organisation.
- Our organisation works remotely; therefore, this arrangement is currently home based with a requirement to attend meetings and workshops at other locations as required. The employer reserves the right to change the location to suit the needs of the Company.

OTHER REQUIREMENTS

- It is a requirement that all BKF employees have a valid and current national police check/criminal History Check for the duration of their employment.
- This role requires a valid and current Working with Children/Vulnerable Persons clearance for the duration of their employment.
- A safe and WH&S compliant home office space with access to a reliable internet connection speed tier of NBN50/20 (or better).
- Blue Knot is a trauma-informed organisation, and it is important that behaviours, attitudes and approaches of all employees are consistently underpinned by the organisation's values, Code of Conduct and trauma-informed principles.

Job Demands Checklist (Pre-Employment)

Job Title

Helpline Counsellor

Purpose

This checklist outlines the inherent requirements and key demands of the above job role.

This document will be required to be reviewed by candidates at time of commencing recruitment.

The Candidate Completion Section is to be completed by the applicable candidate at time of offer to confirm awareness of the role demands and to clarify any reasonable adjustments that may be required to support fulfillment.

This information is not used to exclude candidates, but to support transparency and safety. It will be considered alongside reasonable adjustment obligations.

It may also be used to provide information about the position to a health professional for the purpose of conducting a pre-employment medical, or to support a return-to-work program following a workplace incident, or other relevant governance protocol.

Candidate Instruction

Please review the frequency of the role demands below (do not amend).

1. Physical & Ergonomic Demands (Remote Work Context)

Task	**Rarely**	**Occasional**	**Frequent**	**Constant**
Percentage performed per day (average)	**(1–5%)**	**(6–33%)**	**(34–66%)**	**(67–100%)**
Prolonged sitting/standing (sedentary work)	☐	☐	☐	✓
Screen-based work (computer use)	☐	☐	☐	✓

Task	Rarely	Occasional	Frequent	Constant
Percentage performed per day (average)	**(1–5%)**	**(6–33%)**	**(34–66%)**	**(67–100%)**
Repetitive hand/wrist movements (typing, mouse)	☐	☐	☐	✓
Use of headset / phone / video equipment	☐	☐	☐	✓
Maintaining ergonomic posture (desk, chair, screen setup)	☐	☐	☐	✓

2. Sensory & Cognitive Demands

Task	Rarely	Occasional	Frequent	Constant
Percentage performed per day (average)	**(1–5%)**	**(6–33%)**	**(34–66%)**	**(67–100%)**
Visual concentration (screen reading, documentation)	☐	☐	☐	✓
Hearing (phone, video, online communication)	☐	☐	☐	✓
Speaking (phone, video, online communication)	☐	☐	☐	✓
Sustained concentration / attention	☐	☐	☐	✓
Multitasking / task switching	☐	☐	✓	☐
Processing complex or sensitive information	☐	☐	☐	✓
Decision-making under time pressure	☐	☐	☐	✓

3. Psychosocial Demands

Task	Rarely	Occasional	Frequent	Constant
Percentage performed per day (average)	**(1–5%)**	**(6–33%)**	**(34–66%)**	**(67–100%)**
Exposure to distressed people (e.g. crisis, grief, trauma impacts)	☐	☐	☐	✓
Exposure to traumatic, distressing or emotionally challenging content (hearing, reading or viewing)	☐	☐	☐	✓
Managing risk situations with persons that may demonstrate unpredictable behaviours.	☐	☐	✓	☐
Emotional labour (supporting others while regulating own emotional responses)	☐	☐	☐	✓

4. Remote Work Demands

Task	Rarely	Occasional	Frequent	Constant
Percentage performed per day (average)	**(1–5%)**	**(6–33%)**	**(34–66%)**	**(67–100%)**
Working remotely without immediate in-person support (virtual)	☐	☐	☐	✓
Limited informal peer interaction	☐	☐	☐	✓
Debriefing, supervision and escalation pathways delivered virtually	☐	☐	☐	✓

Managing boundaries between work and home	☐	☐	☐	✓
Debriefing access after critical incidents is prioritised over noncritical incidents	☐	☐	☐	✓

5. Work Environment (Home-Based)

Task	Rarely	Occasional	Frequent	Constant
Percentage performed per day (average)	**(1–5%)**	**(6–33%)**	**(34–66%)**	**(67–100%)**
Maintaining privacy and confidentiality	☐	☐	☐	✓
WH&S safe & ergonomically compliant workspace setup (lighting, space, desk, chair, etc.)	☐	☐	☐	✓
Use of multiple digital systems/platforms	☐	☐	☐	✓
Reliance on stable internet and connectivity	☐	☐	☐	✓

7. Supports, Supervision & Safety Measures Provided

Control Area	Yes	No
Ergonomic self-assessment	✓	☐
Supervision provided (clinical roles)	✓	☐
Remote team and 1:1 manager meeting cadence	✓	☐
Access to debriefing / critical incident support (clinical roles)	✓	☐

Escalation pathways for core risk situations notified	√	☐
Access to wellbeing supports (EAP or equivalent)	√	☐