

# Position Description

**Title:** Crisis Support Worker  
**Business Unit:** Lifeline  
**Location:** Prahran  
**Employment type:** Part-time Maximum Term Contract (after hours shifts)  
**Reports to:** Counselling Services Coordinator

## About Uniting

Uniting works alongside people of all ages in local communities in Victoria and Tasmania. Our services reach to Albury-Wodonga in the north, Mallacoota in East Gippsland, the Wimmera region in the west, and across Tasmania.

Uniting is the community services organisation of the Uniting Church. We've been supporting people and families for over 100 years. We are 7000 skilled, passionate and creative people providing over 770 programs and services.

We empower children, young people and families to learn and thrive. We're there for people experiencing homelessness, drug and alcohol addiction or mental illness. We support people with disability to live the life they choose. We assist older people to maintain their independence and enjoy life. We provide opportunities to access training and meaningful employment. We're proud to welcome and support asylum seekers to our community. We work to empower people with the information, skills and tools they need to live a healthy, happy life.

As an organisation, we celebrate our diversity and welcome all people regardless of ethnicity, faith, age, disability, culture, language, gender identity or sexual orientation. We acknowledge Aboriginal and Torres Strait Islanders as Australia's First Peoples and as the traditional owners and custodians of the land on which we work. We welcome lesbian, gay, trans, gender diverse and intersex (LGBTIQ) people at our services. We pledge to provide inclusive and non-discriminatory services.

**Our purpose:** To inspire people, enliven communities and confront injustice

**Our values:** We are imaginative, respectful, compassionate and bold

## About Lifeline

Lifeline is a national charity providing all Australians experiencing a personal crisis with access to 24-hour crisis support and suicide prevention services. Somewhere in Australia, there is a new call to Lifeline every minute. People call Lifeline's 24-hour crisis line 13 11 14.

Uniting operates Lifeline centres in Ballarat and Melbourne. In addition to providing telephone crisis support, we offer a broad range of training for individuals, corporate and community groups.

## Position purpose

To assist callers to Lifeline Crisis Support Services to find immediate relief from emotional distress.

## Scope

**Budget:** Nil

**People:** Nil

## Relationships

**Internal:**

- All Lifeline Melbourne staff and volunteers
- All Uniting staff
- Other support and foundation staff

**External**

- Help-seekers
- Community Support Services

# Position description

## Crisis Support Worker



### Key responsibility areas

#### Service delivery

- Connect with Lifeline callers, hear their story and distress, and build trust and rapport.
- Assess needs, explore the reason for the call and immediate needs related to the current crisis with the help seeker
- Support help seekers by using a strength based approach. Reaffirm strengths, supports and coping strategies.
- Safely manage any immediate threat to life or safety of the help seeker
- Open pathways for the help seeker to longer term solutions to underlying issues, refer to other external services as needed.
- Meet minimum requirements for Lifeline annual accreditation requirements.
- Complete appropriate records and databases
- Review Lifeline operational updates and respond to requests as required.

#### Communication

- Excellent written and verbal communications skills
- Be able to use a self-reflective framework in the work done
- Demonstrate community networking and program development skills

#### Teamwork

- Develop and maintain effective working relationships with staff members, volunteers, including help-seekers
- Contribute to a sense of team work, collaboration, and positive connectedness.
- Encourage a culture of continuous improvement and best practice.
- Establish, lead, coach and inspire an engaged and productive team
- Undertake regular supervision and performance review with line manager, providing feedback to promote collaborative working relationships
- Promote and maintain a positive, respectful and enthusiastic work environment
- Provide authentic team leadership and the highest level of professional conduct in alignment with Uniting's values.

#### Personal accountability

- Compliance with Uniting's values, code of conduct, policies and procedures and relevant government legislation and standards where relevant.
- Cooperate with strategies to actively ensure the safety, protection and well-being of children who come into association with us.
- Ensure appropriate use of resources.
- Work collaboratively with Uniting (Victoria Tasmania) employees and external stakeholders in accordance with Uniting's values and professional standards of behaviour.
- Actively participate in initiatives to maintain, build upon and promote a positive and collaborative workplace.
- Identify opportunities to integrate and work collaboratively across teams.
- Take reasonable care for your own health and safety, and health and safety of others (to the extent required).
- Promote a positive safety culture by contributing to health and safety consultation and communication.
- Promptly respond to and report health and safety hazards, incidents and near misses to line management
- Attend mandatory training sessions (i.e. equal employment opportunity, health and safety) and mandatory training specific to position.

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|---|---|------------------------------|
| Approved by: (position [see delegations of authority policy]) | Page 2 of 3   | Division: People and Culture |
| Date Approved: <Date>   | Printed copies of this document are not controlled. | Next Review Date: <Date>     |

# Position description

## Crisis Support Worker



### Performance Indicators

- Completing required amount of shift hours to maintain accreditation.
- Attending required supervision and professional development

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### Person specification

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|------------------------------------|--|
| <b>Qualifications</b>              | <ul style="list-style-type: none"><li>• Essential: Lifeline Australia Crisis Supporter Statement of Attainment or equivalent.</li></ul>  |
| <b>Experience/Key Competencies</b> | <ul style="list-style-type: none"><li>• Essential: Accredited TCS - Completion of a minimum of 92 hours on Lifeline Crisis Support Services 13 11 14.</li><li>• Essential: Extensive experience and competency demonstrated in previous position/employment, especially in the areas of crisis support</li><li>• Out of business hours work required</li><li>• A clear police records check is a condition of employment in this position</li><li>• A valid Working With Children Check.</li></ul>   |
| <b>Core selection criteria</b>     | <ul style="list-style-type: none"><li>• <b>Values alignment:</b> ability to demonstrate and authentically promote Uniting's values</li><li>• <b>Teamwork:</b> Willingness to be proactive and help others, contribution to the continuous improvement of a positive, collaborative and effective work environment</li><li>• <b>Professionalism:</b> Executes day-to-day activities in a positive, friendly and enthusiastic manner.</li><li>• <b>Culturally Aware:</b> Values diversity as a strength and positively utilises diversity</li><li>• <b>Client Focused:</b> Achieve results through their teams</li><li>• <b>Communication:</b> Well development communication and interpersonal skills</li></ul> |

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### We are a child safe organisation

Uniting is a child safe organisation and is committed in everyday practice to ensure the safety and wellbeing of all children, at all times. As a child safe organisation, employment with Uniting is subject to a satisfactory national (and international where relevant) police check and Working With Children Check (in Victoria) and/or Working With Vulnerable People Check (in Tasmania) **prior** to commencement of any paid or unpaid work and/or participation in any service or undertaking.

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This position description is subject to review and may change in accordance with Uniting's operational, service and consumer requirements.

|            | Employee             | Manager              |
|------------|----------------------|----------------------|
| Name:      | <input type="text"/> | <input type="text"/> |
| Signature: | <input type="text"/> | <input type="text"/> |
| Date:      | <input type="text"/> | <input type="text"/> |