

Position Description

Title	Trainer – Counselling Services
Business Unit	Lifeline
Location	Prahran
Employment type	Part-time (0.8 FTE)
Reports to	Counselling Services Coordinator

About Uniting

Uniting Vic.Tas is the community services organisation of the Uniting Church. We’ve been supporting people and families for over 100 years. We work 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.

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 work in solidarity with Aboriginal and Torres Strait Islander people as Australia’s First Peoples and as the traditional owners and custodians of this land. We celebrate diversity and value the lived experience of people of every ethnicity, faith, age, disability, culture, language, gender identity, sex and sexual orientation. We welcome lesbian, gay, bisexual, transgender, gender diverse and non-binary, intersex, and queer (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.

1. Position purpose

The Trainer is responsible for developing, preparing and delivering training and assessment for volunteers enrolled to become Crisis Supporters at Lifeline Melbourne.

2. Scope

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Budget:

NIL

People:

NIL

3. Relationships

Internal

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

External

- Lifeline Australia
 - Training participants
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4. Key responsibility areas

Service delivery

- Develop and deliver Crisis Supporters training as per Lifeline Australia's processes and procedures.
- Ensure training is of consistently high quality standards and reflects the policies and procedures of Lifeline Australia and Uniting
- Contribute to Registered Training Organisation (RTO) and Lifeline Australia audits as required.
- Ensure reporting requirements are completed accurately and within agreed timeframes.
- Attend and participate in Lifeline Australia training forums and meetings as required, and contribute to the national continuous improvement activities
- Ensure the development and maintenance of professional knowledge and skills in existing areas of crisis support policy and practice, suicide, mental health, domestic violence, amongst others.
- Contribute to and participate in the future development, delivery and evaluation of the training program for trainee crisis supporters and advanced role volunteers
- Assist in the maintenance and further development of all training documentation and material
- Identify conceptual issues and emerging needs in areas of volunteer crisis supporters and develop appropriate support plans for training
- Liaise with other Lifeline staff on training, supervision and retention issues and volunteer needs
- Assist with the promotion of Lifeline Training programs

Communication

- Excellent written and verbal communications skills
- Provide proactive constructive feedback
- Demonstrate community networking and program development skills

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Teamwork

- Work with key stakeholders to implement innovation and continuous quality improvement training and assessment
- 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.
- Declare anything that you become aware of through the course of your engagement which may impede your suitability to work with children and/or young people.

5. Person specification

Qualifications

- Essential: Certificate IV in Training and Assessment
- Essential: Tertiary qualifications in Psychology, Social Work, Counselling or equivalent social/behavioural sciences.

Experience

- Essential: Demonstrated training experience and groups facilitation
- Knowledge of Registered Training Organisation (RTO) environment
- Knowledge of telephone counselling environment and/or crisis support
- Ability to be non-judgmental, supportive and maintain professional boundaries
- Highly developed interpersonal communication and written skills
- Ability to relate to Crisis supporters from diverse age groups and backgrounds

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- Demonstrated ability to work as part of a team, building and promoting a positive and collaborative workplace
- Ability to manage workloads and prioritize task
- Some out of business hours work required. Flexibility with working hours
- A clear police records check is a condition of employment in this position
- A valid Working With Children Check.

Core selection criteria

- **Values alignment:** Ability to demonstrate and authentically promote Uniting's values
- **Teamwork:** Willingness to be proactive and help others, contribution to the continuous improvement of a positive, collaborative and effective work environment
- **Professionalism:** Executes day-to-day activities in a positive, friendly and enthusiastic manner.
- **Culturally Aware:** Values diversity as a strength and positively utilises diversity
- **Client Focused:** Achieve results through their teams
- **Communication:** Well development communication and interpersonal skills
- Demonstrated ability to provide safe environments for children and young people and protect them from abuse and neglect.

6. 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 relevant Working With Children Check (and NDIS Worker Screening Check where relevant) to your State prior to commencement of any paid or unpaid work and/or participation in any service or undertaking.

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

7. Acknowledgement

I have read, understood, and accepted the above Position Description

Employee

Name:

Signature:

Date: