



Parenting Counsellor – Parent Line NSW

- Telephone and online counselling and advice service to parents and carers
- Based in Lewisham – walking distance from Lewisham train station
- Casual weekday and weekend positions available

About us

Parent Line is a program of CatholicCare Sydney which is the official social services agency of the Catholic Church in the Archdiocese of Sydney. We are a leading not-for-profit agency providing care and support to people in Sydney across a wide range of social services: Children and families, relationships, ageing, disability, mental health and youth programs.

About the role

Parenting Counsellors provide phone and online person-centred and evidence-based counselling services to parents and carers who have children aged 0-18 years and live in NSW. Parenting Counsellors also provide follow-up services to callers as required including referrals, call-backs and emails as well as interventions to enhance the safety and well-being of their children.

Calls to Parent Line are answered by trained, professional counsellors who have many years experience working with children and families. Parent Line counsellors receive calls on a wide range of issues including:

- Sleeping, settling and feeding babies and infants
- Child protection risks (e.g. domestic and family violence, abuse and neglect)
- Managing child behaviour
- Child and adolescent development
- Post-separation issues
- Managing technology use
- Other common parenting issues.

Casual weekday and weekend positions are available.

What We Are Looking For

Critical to this role is your demonstrated skills/ability in providing professional telephone services, including assessing immediate risks and providing support, to parents.

Also essential are your excellent communication, interpersonal and teamwork skills and the ability to work under pressure in a call centre environment. Your knowledge of child protection and parenting support issues and your availability and willingness to work after hours are also a must.

The position description and selection criteria for this role can be accessed in [Jobs at CatholicCare](#).

What Can We Offer You?

- CatholicCare provides generous leave entitlements such as paid parental leave and study leave
- An Employee Assistance Program – this is a free and confidential counselling service
- Access to salary packaging – this allows you to have a proportion of your income tax-free and may increase your take-home pay

How to Apply

After reviewing the selection criteria, please email jobs@catholiccare.org the following:

- a brief letter addressing the selection criteria, describing how your skills, work experience, qualifications/training and personal attributes match each of the selection criteria; and
- a brief resume.

(Applications that do not address the selection criteria or provide a resume only may not be considered).

Applications close 4.00pm Friday 14 June, 2019.

Need more information?

Contact Nick Ludgate on 9564 4403.

CatholicCare requires the preferred applicant to undertake a National Criminal History Record Check prior to employment and to hold a Working with Children Check.