

## POSITION DESCRIPTION

### Parenting Counsellor – Parent Line

<b>DIVISION or PROGRAM:</b>	Families	<b>AWARD AND LEVEL (if applicable):</b>	SCHCDS Level 4
<b>DATE OF APPROVAL:</b>	May 2019	<b>APPROVED BY (Position Title):</b>	General Manager, People@CC

## PURPOSE OF THE POSITION

The Parent Line Parenting Counsellor provides counselling to callers of Parent Line. In response to issues raised within calls, the Parenting Counsellor will also provide follow up to callers by providing referrals and other information as required. Child Protection reports may also be made, with reference to the Mandatory Reporter Guide.

## KEY ACCOUNTABILITIES

- Perform the duties of the role in accordance with CatholicCare's Mission, Vision and Guiding Principles
- Deliver person centred counselling services to Parent Line's callers over the telephone and online
- Provide follow up to callers as required including appropriate referrals and email contact
- Support callers with Child Protection concerns and provide appropriate intervention to enhance the safety and well-being of their children
- Maintain current knowledge of child protection practices and maintain professional currency
- Attend supervision as requested by the Senior Team Leader and manage well being by communicating additional needs when required
- Support new Counsellors in their induction to the program as requested.
- Other duties as directed from time to time.

## KEY COMMUNICATIONS

This role works closely with:

- Senior team leader - Receive supervision, guidance and support
- Team leader - Receive guidance and support with the direction of the Senior Team Leader
- Counsellor - Work collaboratively to manage incoming calls
- Callers - Provide information, support and advice

## KNOWLEDGE, SKILLS, QUALIFICATIONS AND EXPERIENCE (Selection Criteria)

1.	Ability to undertake the duties of the role in accordance with CatholicCare's Mission, Vision and Values
2.	Tertiary qualification in Psychology, Social Work or eligibility for clinical membership of CAPA
3.	Demonstrated understanding of child protection and other relevant legislation
4.	Demonstrated capacity to provide person centred counselling services
5.	Strong understanding of Child Development, and attachment based parenting interventions
6.	Ability to work in collaboration with others in a team environment
7.	Experience in liaising with service providers
8.	Strong communication skills
9.	A valid Working With Children Check verification

\* CatholicCare reserves the right to vary this position description in response to its changing needs.