



## **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 (4pm – 9pm) & weekend shifts 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.

We are requiring applicants who can work on a casual basis, and able to work:

- Evenings from 4pm to 9pm on weekdays (incl. Award allowances)
- Weekend shifts (incl. Award allowances)
- Other shifts from time to time.

### **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 is also a must.

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

### What Can We Offer You?

- 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](mailto: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 20 September 2019.**

### Need more information?

Contact Vanessa Harnischmacher on 9564 4412.

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