



Position Description – Accredited Crisis Supporter

Reports To

Lifeline South Coast Telephone Crisis Support Manager

Critical Relationships

In-Shift Support Supervisors, Centre Supervisors, Centre Manager

Role

- To help contacts to Lifeline Crisis Support services to find immediate relief from emotional distress
- To explore coping strategies related to the current crisis with the contact
- To safely manage any immediate threat to life or safety of the contact
- To open pathways for the contact to longer term solutions to underlying issues
- To assist the contact to take preventative measures to reduce the likelihood of further distress
- To focus the contact on specific steps that she/he can take to follow up their contact to Lifeline (in suicide cases this includes having a clear safety plan)

Duties/Responsibilities

- Adhere to the Crisis Support Service Code of Conduct.
- Demonstrate competency in application of the Lifeline Practice Model for the Crisis Support Services
- Demonstrate proficiency in the use of Connect (call documentation) and telephony/online chat tools as appropriate
- Adhere to Lifeline and Centre policies and procedures.
- Work effectively with other team members and Centre Management.
- Maintain consistency in commitment, reliability and punctuality.
- Meet annual accreditation requirements as outlined in the Employment Agreement.
- Recognise when additional supervision or debriefing is necessary and seek such assistance.
- Practice self-care strategies.
- Additional Centre requirements to be advised

Qualifications and Experience

To become an Accredited Crisis Supporter, students are required to complete the Lifeline Crisis Support National Training Program (inclusive of probationary practice requirements) and achieve, at minimum, a statement of attainment in the following units:

- CHCTC301C Deliver a service consistent with the organisation's mission and values
- CHCTC302B Provide client-centred telephone counselling
- CHCTC403B Provide telephone counselling in crisis situations
- CHCTC404B Provide competent suicide intervention in a telephone counselling context.

No specific qualifications or experience are required for selection to the role of Student Crisis Supporter.

Skills and Knowledge

- Computing skills (internet, email, data entry, navigation)
- Strong verbal and written English communication skills.

Personal Characteristics

- Possession of and an ability to express empathy and respect for others
- Ability to establish good initial contact with an unknown person in a non-face-to-face environment.
- A strong sense of self and self-awareness
- A willingness to accept feedback and to respond reflectively
- A capacity to understand and help others while maintaining clear boundaries of responsibility
- Openness to diversity
- Emotional resilience / Sound mental health
- Enthusiasm
- Willingness to learn
- Ability to assert oneself and willingness to speak up

Other requirements

- Undertake a National Criminal Record Check (NCRC) and satisfy any Lifeline requirements prior to the confirmation of student entry and biennially during engagement with Lifeline in any Crisis Support capacity.
- Must be over 18 years of age at the time of application.
- Must be an Australian resident.