

Position Description

POSITION

Position Title	Accredited Crisis Supporter
Position Number	PD03
Last updated	April 2022

POSITION DETAILS

Department	Local Lifeline Centre
Position Reports to	To be advised by Lifeline Centre
Location	Local Lifeline Centre
Role Type	Volunteer
Time Commitment	4 hours per fortnight

ORGANISATIONAL CONTEXT

We are a national charity providing all Australians experiencing emotional distress with access to 24 hour crisis support and suicide prevention services.

We exist so that no person in Australia has to face their darkest moments alone.

ROLE DESCRIPTION

1. To support help seekers, Lifeline Crisis Support services utilising the CARE framework, and following the procedures outlined in the Lifeline Operations Manual.
2. To support the help seeker to safely manage any threat to life or safety of the help seeker
3. To escalate all suspected imminent risk or child protection concerns in a timely manner

POSITION DUTIES & RESPONSIBILITIES

- Adhere to the Crisis Support Service Code of Conduct
- Demonstrate competency in application of the CARE framework
- Demonstrate proficiency in the use of CONNECT (call documentation) and/or other applications as appropriate to the role
- 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 Volunteer Agreement.
- Recognise when additional supervision or debriefing is necessary and seek such assistance.
- Practice self-care strategies.
- Additional Centre requirements to be advised

TRAINING RELEVANT TO ROLE

- An Accredited Crisis Supporter, or, at Centre discretion, working toward accreditation with a minimum 6 months experience.
- To become an Accredited Crisis Supporter, students are required to complete the Lifeline Crisis Supporter Workplace Training program and achieve a statement of attainment in the following units:

CHCCCS003 Increase the safety of individuals at risk of suicide
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CHCCCS019 Recognise and respond to crisis situations

CHCCCS028 Provide client-centred support to people in crisis

- Professional Development sessions as required

WORK HEALTH AND SAFETY REQUIREMENTS (OHS)

Volunteers and Participants have an obligation and responsibility to ensure that they do not place themselves or others at risk of injury or illness. Volunteers can meet their obligations by:

- Adhering to Work Health and Safety (OHS) obligations and adopting sound work practices;
- Following all safe working procedures and practices designed for the work;
- Ensuring that any hazardous conditions or practices, incidents, near misses and injuries are reported to their appropriate manager as soon as is practicable;
- Ensuring familiarity and compliance with Lifeline’s Policies and Procedures relevant and relevant State and Federal legislation.

SELECTION CRITERIA - QUALIFICATIONS, SKILLS & EXPERIENCE

Essential	<ul style="list-style-type: none"> • Demonstrated commitment to Lifeline’s Code of Conduct, mission and values • Evidence of good crisis support practice, e.g. Observation forms • Ability to undertake the crisis support role effectively in an efficient manner, e.g. adherence to scheduled shift and break time, average ‘Interaction Length’ and ‘Work’ metrics within average range • Demonstrated ability to adhere to policies and procedures and to escalate matters to ISS appropriately • Demonstrates the Crisis Supporter attributes of Compassion, Respect and Self-awareness
Skills and Knowledge	<ul style="list-style-type: none"> • Computing skills (internet, email, data entry, navigation) • Strong verbal and written English communication skills.
Personal Characteristics	<ul style="list-style-type: none"> • 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

Screening Requirements	<ul style="list-style-type: none">• Interview, National Police History Check, Working with Children Check, as required, reference checks
Other	<ul style="list-style-type: none">• Must live in Australia• Must be over 18 years of age

LIFELINE VOLUNTEER ENGAGEMENT VISION STATEMENT

Volunteering for Lifeline brings people together to support and enhance mental health awareness within the Australian community. Volunteering can enrich personal lives, as well as those who benefit from their commitment to volunteering for the community. This is achieved by ensuring we recruit, reward and retain our most vital workforce - who work selflessly towards 'an Australia free of suicide'.