

**LIFELINE GIPPSLAND**

**Applicant Information Sheet**

Advertised Position:	Crisis Services Coordinator
Award:	Social, Community, Home Care and Disability Services Industry Modern Award
Salary:	Dependent on qualifications and experience
Other Benefits:	Superannuation currently 9.5% and Salary Packaging
Hours:	25 hours per week (negotiable)
Position Tenure	Contract – 2 years
Name of Contact Officer for further details concerning the position advertised:	Claire Davis
Applications including a CV and document addressing the key selection criteria should be emailed to:	claire.davis@llg.org.au
Application closing date:	Monday 31 <sup>st</sup> October

## Position Description

### Job information

Job Title:	Crisis Services Coordinator
Award:	Social, Community, Home Care and Disability Services Industry Modern Award
Location:	Morwell with travel across Gippsland
Reports to:	Crisis Services Manager

### Organisational Context

Lifeline Gippsland Inc. (LLG) is a financially self-supporting not-for-profit organisation, governed by a local voluntary board of directors. LLG provides a range of support services to the community including 24 hour telephone crisis support (national service), Crisis Care Call Service, face-to-face emergency response, and mental health awareness training. Volunteers play a vital role throughout the organisation with roles such as Telephone Crisis Support (TCS) and Shop/Warehouse volunteers.

LLG has two telephone crisis centres located in Drouin and Morwell. The business operations consist of 7 Opportunity Shops across Gippsland (Moe, Morwell, Churchill, Traralgon, Sale, Lakes Entrance, Wonthaggi) and a warehouse in Morwell. These business operations provide the majority of the income required to run the crisis support line and other suicide prevention services.

### Objectives and Scope of Role

The Crisis Services Coordinator is responsible for the successful coordination of LLG's Crisis Care Call Service (CCCS) and will work under general direction from the Crisis Services Manager. This includes support of LLG's CCCS Telephone Crisis Supporters with training, debriefing and supervision, liaison with external agencies and organisations and coordination of referrals to the service

### Outcomes

#### Organisational Level Outcomes:

All team members are expected to contribute to the success of LLG

At LLG we foster a strong sense of working together to meet our strategic priorities by:

- Actively preparing for and participating in team meetings
- Participating in training opportunities
- Participating in performance planning processes
- Implementing OHS safe work practices that reflect LLG policies and guidelines
- Contributing to the development of policies, procedures and quality improvement processes
- Developing annual work plans based on key performance indicators

- Developing strategic alliances with local businesses and health, welfare and community organisations that support the vision (An Australia Free of Suicide) and values (Quality and Professionalism, Fairness, Integrity, Respect, Collaboration and Sustainability) of LLG

**Position Level Outcomes:**

- Undertake responsibility for the Crisis Care Call Service including planning, coordination, implementation and administration
- Exercise initiative and judgement where practices and direction are not clearly defined
- Review service procedures and guidelines as required
- Recruit and provide training to TCS volunteers to be involved in the Crisis Care Call Service
- Provide regular communication and debriefing to the TCS volunteers who support the program
- Develop and maintain relationships with relevant organisations to generate referrals
- Process referrals in a timely manner
- Provide advice to volunteers involved in the service
- Contribute to ongoing quality accreditation and adherence to best practice for the program
- Provide regular reports on progress of service activities including any recommendations for areas of improvement
- Evaluate the effectiveness of the service
- Completing other tasks as required

**Other:**

- Availability to work across hours of the day, evening and weekend
- Ability to travel state-wide and interstate as required
- A clear police records check is a condition of employment in this position and will occur once every two years
- This role will receive regular supervision and support from the Crisis Services Manager and qualified, external supervision.

The organisation may from time to time issue oral instructions or written descriptions about your job duties and responsibilities, which will serve as a guide for the areas for which you will be accountable. It is expected that your duties will be performed in accordance with the instructions of the organisation. You are required to use your best endeavours to perform your duties and responsibilities in a manner which will promote the interests of the organisation.

**Pre-requisites:**

Candidate's must possess a Current Victorian driver's license

**Key Selection Criteria:**

1. Qualifications in telephone counselling and/or tertiary qualifications in psychology or related discipline.
2. Demonstrated counselling experience, including debriefing, expertise in suicide prevention, intervention and awareness programs, mediation and conflict resolution
3. Highly developed interpersonal skills to gain cooperation from all stakeholders including relevant organisations, clients, volunteers and community members from diverse age groups and backgrounds
4. Demonstrated effective communication and written skills
5. Demonstrated ability to manage volunteers
6. Proven ability to give constructive and effective feedback
7. Demonstrated ability to develop, monitor and evaluate programs including training programs
8. Proven administration skills including effective organisational and time management skills and a working knowledge of the Microsoft Office Suite
9. Have undertaken ASIST and Mental Health First Aid training within the last two years (or be prepared to)
10. Experience in adult education is highly desirable