Lifeline Harbour to Hawkesbury is looking for suitably qualified people to be trained and employed for work on its Paid Overnight Telephone Crisis Support (TCS) service between the hours of midnight and 6am. Suitable candidates will be (fast track) trained in the Lifeline model of crisis support and will be employed as Telephone Crisis Supporters (TCSs) on Lifeline’s 13 11 14 line for at least one overnight shift per week.

Callers to Lifeline present with a large range of issues including suicide thoughts and behaviour, symptoms of mental illness, family violence, social isolation, grief and loss.

We are planning to run a Fast Track Training course over two weekends in March – 2nd and 3rd March and 9th and 10th March – and will be interviewing in the next few weeks for participants for the course.

Qualification requirements for entry into the Fast Track Training:

- tertiary qualifications in counselling, psychology or social work plus a minimum of 100 hours practical experience in the field and/or
- been an accredited Lifeline Crisis Supporter (or Telephone Counsellor) within the last 2 years and possessed a Statement of Attainment for the following four units of competency: CHCTC301B, CHCTC302A, CHCTC403A and CHCTC404A and/or
- Certificate IV in Telephone Counselling Skills plus a minimum of 100 hours practical experience in the field within the last 2 years.

Personal Characteristics:

- Good computing skills
- Strong verbal and written English communication skills
- Ability to express empathy
- A willingness to accept feedback and respond reflectively
- Capacity to help others while maintaining clear boundaries of responsibility
- Flexibility and openness to change
- Emotional resilience/sound mental health
- Ability to work effectively with other team members, centre management and national office staff as required
Successful applicants will be expected to meet Lifeline’s annual TCS accreditation requirements, participate in supervision and take part in trial activities, forums and feedback activities as required.

The Fast Track training comprises:

- About 3 hours of e-learning (includes familiarisation with Lifeline and with Lifeline’s model of telephone crisis support)
- Attendance at 2-day Livingworks Applied Suicide Intervention Skills Training (ASIST) Sat 2\textsuperscript{nd} and Sunday 3\textsuperscript{rd} March.
- Attendance at skills training and role-play practice -- Saturday 9\textsuperscript{th} and Sunday 10\textsuperscript{th} March (one and a half days) \textbf{(paid)}
- 2hrs observation on an overnight shift \textbf{(paid)}

Participants will be paid for attendance at one and a half days of skills training on 9\textsuperscript{th} and 10\textsuperscript{th} March and for the two hours of observation on an overnight shift. Lifeline will cover the costs of ASIST training and materials but participants will not be paid for attending ASIST on 2\textsuperscript{nd} and 3\textsuperscript{rd} March.

Telephone Crisis Supporters on Paid Overnight shifts are employed on a permanent part-time basis at a rate of $29.95 per hour for most shifts, including holiday and sick leave entitlements.

If you’re interested in applying for the Fast Track training, please send a brief resume and a covering letter addressing the selection criteria to Kirstie D’Souza on rosters@lifelineh2h.com