Lifeline Paid Overnight Telephone Crisis Support Shifts

Lifeline Harbour to Hawkesbury is looking for suitably qualified people to be trained and employed for work on its Paid Overnight Telephone Crisis Support 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 between one and five overnight shift per week.

We are planning to run a Fast Track Training course over four days on Saturday 25th and Sunday 26th January and Saturday 1st and Sunday 2nd February 2014 and will be interviewing closer to the time for participants for the course. We aim to have Fast Track participants working on phone shifts from February onwards.

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 in the last 2 years 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.

The Fast Track training comprises:

- Approximately 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)
- Attendance at skills training and role-play practice
- 2hrs observation on an overnight shift
- There will be final role play assessments at the end of Fast Track Training during which participants are required to demonstrate their understanding of the Lifeline model of crisis support and their ability to work with it. There will be further training within in three months of starting shifts.

- Fast Track students will be paid for attendance at one and a half days of skills training 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.

- Telephone Crisis Supporters on Paid Overnight shifts are employed on a permanent part-time basis at a rate of $30.72 per hour for most shifts, with standard 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