

## **KHF POSITION DESCRIPTION**

### **TITLE: WHAT'S UP TELEPHONE COUNSELLOR**

#### **Principle Objectives of the Position**

- To provide a high standard of telephone counselling to children aged 5 to 18 years
- To engage in the process of professional development and supervision

#### **Organisational Goal Relationships**

The primary goal that relates to this position is - to maintain a free, confidential telephone counselling service for all 5 to 18 year olds in New Zealand which meets the highest standards of professional practice.

#### **Primary Responsibilities**

- Provision of culturally sensitive counselling to children aged 5 to 18 years
- To develop knowledge of counselling theory and practice using the telephone as a medium
- Promote the understanding of the role and function of What's Up in the community
- To implement What's Up policy and procedures

#### **Counsellors Are Responsible To**

- What's Up counsellors are responsible to the Executive Director through the Counselling Team Leaders and Counselling Supervisors.

#### **Adhoc Responsibilities**

- Administrative tasks, as allocated.

## **Measures of Performance**

- Six monthly review of practice, including self assessment ,and appraisal meeting with Key Supervisor and/or Executive Director
- Preparation of tape written analysis as required by Counselling Team Leaders or Key Supervisors
- Review of call-centre performance data
- Feedback provided by Counselling Team Leaders or Key Supervisors through monitoring, debriefing and call recordings
- Participation in supervision including individual and group supervision
- Participation in training

## **Key Selection Criteria**

### **Skills**

- A high level of understanding of and commitment to the principles of child centred practice, empowerment and confidentiality
- Awareness of and respect for cultural differences, and sensitivity to the values, and beliefs of callers
- Demonstrated skills in effective interpersonal communication
- Demonstrated ability in, or capacity to acquire, telephone counselling skills as practised at What's Up
- Knowledge of or the ability to rapidly acquire knowledge of counselling theories and the strengths and limitations of the telephone as a medium for counselling
- Capacity and willingness to engage in the process of professional supervision to develop skills and knowledge and awareness of self as a counsellor
- Ability to rapidly acquire basic computer skills

### **Personal attributes**

- Ability to be flexible and resilient and to manage within a shift work environment
- Capacity for self-responsibility, independence and self-care
- Commitment to ongoing learning
- Possesses tact, discretion and a sense of humour
- Possesses a strong belief in the capacity for change
- Ability to receive feedback and use in personal supervision
- Possess the ability to articulate personal motivation to become a counsellor
- Capacity for insight

### **Qualifications**

- Nil required

### **Knowledge**

- Demonstrated understanding of social issues confronting young people