

Senior Counsellor - Helpline

PURPOSE OF THE POSITION

As a Senior Counsellor, you will provide management, clinical supervision and support for a team of telephone GBV and child protection counsellors and information officers ensuring smooth functioning of the 1-Tok Kaunselin Helpim Lain service. You will do daily and weekly clinical supervision and debriefing of telephone counsellors and information officers, case conferencing, identification of training needs and close communication with other senior counsellors and data officers.

KEY DUTIES

- Provide ongoing clinical leadership, supervision and support for all Telephone, Counsellors in their role providing telephone GBV counselling, observing best practice, professional standards, legislation, and confidentiality.
- Provide counselling support to survivors of Technical Facilitated Gender Based Violence (TFGBV) and lead case conferencing internally and externally.
- Engage in promotion activities for the Helpline and META projects including media opportunities in consultation with Helpline Communication and Outreach Officer.
- Lead specific clinical supervision meetings (group and individual) for telephone counsellors fortnightly (or more frequently if needed), utilising standard supervision forms, file and follow up strategies.
- Monitor and support the psychosocial health and wellbeing of the counselling team and implement measures to avoid vicarious trauma.
- Ensure all counsellors understand and follow the Minimum Standard Guidelines for the 1-Tok Kaunselin Helpim Lain and report any breaches to program manager.
- Monitor timely completion of intake forms from all counsellors.
- Provide telephone counselling to women, men and children who call the helpline including safety planning, referral, liaising with referral services etc for TFGBV.
- Provide clinical support or direct services at outreach locations as required.
- Attend meetings with Save The Children and other partners working on META funded project.
- In collaboration with Save The Children develop and maintain networks and professional relationships with referral partner organisations.
- Ensure compliance with CF policies and procedures.

QUALIFICATIONS & EXPERIENCE

- Tertiary qualifications in psychology, counselling, social work, youth work, child protection or other relevant discipline.
- 5+ years' experience in counselling, preferably in survivors of gender-based violence and clinical supervision.
- Experience in managing junior clinical staff.
- Proficiency in English and Tok Pisin is essential.
- Demonstrated proficiency in computer skills.

DESIRABLE

- Experience in working with NGOs in cross-cultural setting.
- Demonstrated ability to manage high stress situations.
- Willingness to participate in extensive training program.
- Some experience of addressing online abuse/harassment.
- Ability to work shifts which provides coverage for loveisrespect during operational hours 24/7 hours, 365 days per year including public holidays.

Remain alert and responsive to any child safeguarding or sexual exploitation, abuse, or harassment (SEAH) risks, acquire relevant knowledge and skills to promote strong safeguarding practices, understand the child safeguarding and PSEAH policy and procedures, and conduct yourself consistent with those policies.

SKILLS

- Critical thinking and analytical skills
- Excellent observation and listening skills
- Excellent negotiation and interpersonal skills
- Maintain a high level of confidentiality and credibility
- Non-judgment outlook and willingness to work with all kinds of people
- Adaptable and flexible, driving and responding to change
- Understanding of GBV and development in country context and child-focused development

CHILD FUND VALUES

Commitment to ChildFund Australia's values –
Respect, Integrity, Collaboration, Change,
Empowerment & Excellence

Department: Program

Location: Helpline Office, ChildFund Papua New Guinea office

Employment: Full-time, Initial one-year employment agreement, with option to extend upon mutual agreement.

Reports to: Helpline Manager

Other Information: Appointment to this position is dependent upon successful completion of criminal background and reference checks.

Please apply at: www.childfund.org.au/work-with-us





ORGANISATIONAL CONTEXT

ChildFund Papua New Guinea is registered local NGO and – an independent and non-religious international development organisation that works to reduce poverty for children in developing communities.

ChildFund Papua New Guinea is part of the ChildFund Alliance – one of the world’s oldest and most experienced child-focused development agencies. With a global network of 11 organisations, the ChildFund Alliance assists more than 14 million children and families in over 60 countries.

ChildFund began work in Papua New Guinea in 1994, and works in partnership with children, their communities and local institutions to create lasting change, respond to humanitarian emergencies and promote children’s rights. Projects are implemented in the Central Province and National Capital District. With a focus on maternal and child health, including TB, immunisation, nutrition and water and sanitation; education through the Child-Friendly School framework; child protection and resilience against family and sexual violence; ChildFund PNG also priorities climate change and disaster preparedness. In 2015, ChildFund PNG established the country’s first ever Family and Sexual Violence Counselling Hotline which operates in Port Moresby and provides national coverage for survivors.

HOW WE VALUE YOUR CONTRIBUTION

Remuneration Package

We aim to provide an overall remuneration package that is attractive and fair. Our remuneration framework ensures that we align to employment conditions and laws, and we benchmark against the local market to ensure we offer competitive employment conditions that are appropriate to our sector.

Leave

You will have access to 20 days of paid annual leave. You are also entitled to sick leave, maternity leave, parental leave and compassionate leave.

Health Insurance & Bonus

All employees are covered under a Life Insurance Corporation (PNG) Limited. This health insurance cover is also extended to nominated family members depending on staff tenure with the organisation.

Learning and Development

Our approach to learning and development will enable you to have the information, skills, and knowledge needed to do your job and to grow in your position. We build the capacity of our people and support you with on-the-job experience, coaching and formal training.

OUR VISION: A world without poverty where all children and young people can say: “I am safe. I am educated. I contribute. I have a future”

OUR MISSION: We partner to create community and systems change which enables vulnerable children and young people, in all their diversity, to assert and realise their rights.

At ChildFund PNG you will be contributing to every child being able to play, learn, and grow.