



## Position Description

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<b>Title:</b>	Telephone Support Worker (TSW)
<b>Purpose:</b>	To provide telephone support and advice to parents and families accessing Parent Help's 0800 Parent Helpline
<b>Person Profile:</b>	An understanding and empathetic listener with excellent communication and English language skills, who is non-judgmental, flexible, reliable and self-motivated. An ability to write Helpline call notes onto the database in clear, concise English is essential.
<b>Relationships:</b>	Manager of Parent Help; Telephone Support Workers (paid and volunteer)
<b>Training:</b>	Full training in the following is offered: Child and Adolescent Development; Child Abuse and Family Violence and PH protocols; Listening and Helping Skills and Self-Awareness.
<b>Responsibilities:</b>	<p>The role of the Telephone Support Worker is to –</p> <ul style="list-style-type: none"><li>• Use counselling skills to establish rapport and to communicate effectively with clients on the Helpline</li><li>• Help and support clients to identify parenting strategies they can use to make positive lifestyle changes</li><li>• Safely manage calls involving child abuse and/or family violence in accordance with Parent Help protocols and procedures</li><li>• Maintain confidentiality of clients and their concerns except in cases of suspected or divulged child abuse</li><li>• Book clients in for appointments with Parent Help counsellors as required</li><li>• Deal promptly and efficiently with administrative duties relating to the Helpline and other Parent Help services</li><li>• Ensure that all Helpline calls are promptly entered into the Parent Help database</li></ul>

- Be familiar with Parent Help’s risk management framework and its holistic approach to assessing risk
- Arrange “spot” supervision with supervisor if required
- Attend monthly supervision with approved external supervisor

**Commitment:**

- Support and respect the philosophy of Parent Help
- Recognise Te Tiriti o Waitangi as the founding document of Aotearoa New Zealand
- Be familiar with the principles of partnership, participation, protection and options
- Have an understanding of different ethnic communities including Pasifika people, Asian communities, refugees and migrants and commit to working in culturally appropriate ways
- Understand other areas of areas of diversity within New Zealand society (such as sexuality, religious backgrounds etc) and commit to working in a sensitive and non-discriminatory manner

**Interpersonal Skills:**

- Represent Parent Help in a professional manner
- Demonstrate a commitment to organisational excellence
- Displays honesty, integrity and ethics in all actions
- Deals with all feedback in a constructive manner
- Maintains a positive and professional demeanour and integrity which engenders respect from all stakeholders

**Person Specification:**

- Evidence of experience or professional training in a relevant field e.g. Counselling, Therapy, Psychology, Teaching, Social Work, Nursing, Mental Health and/or Addictions
- Similar experience beneficial

**Skills & Attributes:**

- The ability to assess complex information
- Has active listening skills and is familiar with a narrative therapy approach in supporting helpline callers
- A knowledge of the Vulnerable Children Act 2014 and child protection policies
- A knowledge of the latest research pertaining to attachment theory and neuroscience would be helpful
- A commitment to a non-abusive style of parenting and an understanding of age appropriate parenting strategies