



Position Description

Title:	Telephone Support Worker (TSW)
Purpose:	To provide telephone support and advice to parents and families accessing Parent Help's 0800 Parent Helpline
Person Profile:	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.
Relationships:	Manager of Parent Help; Telephone Support Workers (paid and volunteer)
Training:	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.
Responsibilities:	<p>The role of the Telephone Support Worker is to –</p> <ul style="list-style-type: none">• Use counselling skills to establish rapport and to communicate effectively with clients on the Helpline• Help and support clients to identify parenting strategies they can use to make positive lifestyle changes• Safely manage calls involving child abuse and/or family violence in accordance with Parent Help protocols and procedures• Maintain confidentiality of clients and their concerns except in cases of suspected or divulged child abuse• Book clients in for appointments with Parent Help counsellors as required• Deal promptly and efficiently with administrative duties relating to the Helpline and other Parent Help services• Ensure that all Helpline calls are promptly entered into the Parent Help database

- 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