



Position Description

- Title:** Parent Help Telephone Support Worker (TSW)
- Purpose:** To provide immediate support and practical advice to parents and families accessing Parent Help's 0800 Child Abuse 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
- Relationships:**
- In Wellington* Helpline Coordinator and/or Manager of Parent Help, Telephone Support Workers (paid and volunteer)
- In Auckland* Lifeline Leadership Team, Shift Managers and Lifeline Staff
- 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:** The role of the Telephone Support Worker is to –
- Establish rapport with clients on the Helpline
 - Effectively communicate with clients
 - Collect and assess information to ensure best possible outcomes for clients
 - Help clients to identify changes they can make
 - 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
 - Ensure that all Helpline calls are 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 Lifeline supervisor if required
- Attend monthly supervision with approved external supervisor
- Manage time and client and administrative requirements using a range of technologies, including text messaging, emails and 0800 Helpline

Commitment: A Telephone Support Worker will

- 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

Skills & Attributes:

- The ability to assess complex information and issues
- Display active listening skills and uses a narrative therapy approach to demonstrate understanding of issues
- A knowledge of the Vulnerable Children Act 2014 and child protection policies
- A knowledge of latest research pertaining to attachment theory and neuroscience
- A commitment to a non-abusive style of parenting and an understanding of age appropriate parenting strategies