

POSITION DESCRIPTION



Role Title: *Telephone Counsellor*

Business Unit: *Child & Family Services*

Reports to: *Supervisor, 0800 What's Up*

Salary Band: Social Services Band D

Barnardos is New Zealand's leading children's charity, doing more for Kiwi kids. Every year our services and people make a real and positive difference in the lives of thousands of children, young people and their families.

Our vision / moemoeā

An Aotearoa New Zealand where every child shines bright.

Our mission/kaupapa

Be the voice and greatest fan of the next generation
Shape brighter futures via early education and targeted social services
Create insightful ways to empower tamariki/children to shine bright

Our Guiding Principles

Kotahitanga – Unity	Ata Whakarongo – Hear with Intent
Māiatanga – Realise Potential	Kaikōkiritanga – Progress with Purpose
Mahi tōtika – Do the Right Things Well	

Barnardos is committed to the Treaty of Waitangi as a founding document of New Zealand.

Purpose of the role:

The purpose of the role is to provide professional telephone and online counselling services for children and young people throughout New Zealand, using the model of child centred practice and empowerment.

Purpose of the Business Unit:

0800 What's Up is a core service of Barnardos Child and Family Services. It provides free, professional, confidential Telephone and online Counselling for children and young people aged between 5 and 18 years, throughout New Zealand.



Key Result Areas

Working with Children and Families

Outcome: Work with children and young people utilising a range of counselling skills and strategies consistent with the relevant Barnardos practice approach and framework, and 0800 What's Up operating practices of child centred practice and empowerment.

Key responsibilities include:

- Ensure that the individual needs of children and young people are assessed
- Identify and utilise appropriate interventions and resources available to assist the children and young people.
- Ensure that measurable action/case plans are developed, implemented and are regularly reviewed.
- Ensure that interventions are effective or alternative strategies are sought.
- Ensure that thorough and effective risk assessment is undertaken where appropriate.
- Ensure that referrals are made to other agencies where appropriate.
- Follow guidance and supervision from the Supervisor to ensure that professional standards and best practice are maintained.
- Actively participate in relevant training, team meetings, and engage in annual performance reviews.
- Complete work in accordance with Barnardos policies and procedures and the professional body standards of practice and code of ethics.

Relationships

Outcome: Develop and maintain positive and professional relationships with both clients and the 0800 What's Up counselling team.

Key responsibilities include:

- Develop relationships with clients that:
 - take into account individual differences and the cultural and social context of the client's situation.
 - are respectful.
 - validate the clients' experience, beliefs and values and acknowledge clients' expertise in their own lives.
 - encourage participation in the working relationship.
 - allow the client to gain control over their circumstances.
 - ensure client safety.
 - maintain appropriate professional boundaries.
 - are in line with Barnardos core principles and values.
- Work collaboratively with Supervisors and, as required, stand in or act up in their absence.



Practice Standards

Outcome: Adhere to the Code of Ethics and associated codes of conduct related to the counselling profession and Barnardos Child Protection Policy and Protocols.

Key responsibilities include:

- Ensure that practices are consistent with the Children, Young Person's and their Families Act (1989), Care of Children Act 2004, Adult Adoption Information Act (1985), Barnardos policies and procedures and other relevant legislation.
- Participate and integrate professional and team development and up-skilling, including regular clinical supervision by a qualified and/or approved supervisor or team leader.

Administration

Outcome: Be accountable for personal administration including leave forms, timesheets, client records and statistical information.

Key responsibilities include:

- Ensure that documentation is completed in a timely and accurate manner.
- Ensure that clients are provided with the relevant Barnardos policies e.g. Privacy, Confidentiality, and Complaints where appropriate.
- Follow the correct processes for disclosure of client files and client access to/copies of their records where appropriate.
- Maintain systems to ensure confidentiality of information in accordance with the Privacy Act 1993.

Ngā Pou e Whā (Māori Strategy)

Outcome: All work at Barnardos is guided and informed by Ngā Pou e Whā the Barnardos Maori Strategy.

Key responsibilities include:

- Have a sound understanding of the principles of Ngā Pou e Whā, the Treaty of Waitangi and apply them to everyday practice.
- Build all relationships with consideration of the Barnardos principles and Ngā Pou e Whā.

Health, Safety and Environment

Outcome: A safe and healthy working environment is maintained at all times.

Key responsibilities include:

- Take individual responsibility for Health and Safety practices.
- Comply with occupational health and safety legislation and regulations.
- Be familiar with and observe all safe work policies, procedures and instructions.
- Promote and participate in health and safety, maintain a safe workplace, and ensure that all equipment is used correctly at all times.
- Take responsibility for own health and safety and ensure no action or inaction on your part harms others in the workplace.



Projects or Other Duties as Required

Outcome: The team and function meets its purpose and strategy.

Key responsibilities include:

- Perform other duties which may reasonably be required which fit the role's purpose, and for which the position holder is qualified or has received adequate training or instruction.
- Participate in working parties, committees or project teams as required.
- Support colleagues during periods of peak work activity and/or times of absence.
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Key Relationships

All Barnardos employees have a responsibility for developing and maintaining excellent relationships. In this role, the **key relationships** to be developed are as follows:

Within Barnardos NZ	Outside Barnardos NZ
Team Leader, Shift Supervisors and colleagues	Young people accessing the service.
	NZ Police and other emergency services

Person Specification

Qualifications (or equivalent level of learning)

Essential	Desirable
	Recognised tertiary qualification in the Social Services field e.g. counselling, social work, psychology or working towards this.

Experience

Essential	Desirable
Experience working shifts or the ability to do so.	Previous counselling experience or experience working with vulnerable children or young people.

Knowledge/Skills

Essential	Desirable
Awareness of Barnardos guiding principles and alignment to them.	Demonstrated knowledge and understanding of bicultural issues in relation to service delivery.
Knowledge of or the ability to rapidly acquire knowledge of counselling theories and appropriate back ground knowledge	



e.g. child development, mental health, family dynamics.	
High level of commitment to the principles of child centred practice and empowerment.	
High level of ability to operate and multi task the call centre technology, including computer, instant messaging and phone systems.	

Competencies

Essential	Desirable
Communication Skills – ability to communicate clearly and effectively to a wide range of people in both oral and written format.	Quality Focus – commitment to achieving and maintaining quality standards which are relevant and positive for the organisation.
Discretion – commitment to maintaining the strictest confidentiality with all information or intellectual property that affects the role and people.	Relationship Management – ability to develop and maintain reciprocal working relationships with internal and external stakeholders.
Resilience – remains calm and self controlled under pressure. Reacts well to change and stays positive despite setbacks. Keeps difficulties in perspective.	Composure – manages personal emotions and handles all situations in an appropriate manner.
Empowering Others – creates and maintains an environment in which individuals can make choices and take responsibility for their actions.	

Vulnerable Children Act 2014

This role is a Core Children's Worker under the Vulnerable Children Act 2014.

Delegations and Authority

Human Resources

- No formal responsibility for staff unless acting in Supervisor role.

Financial – Budgetary and Expenditure Limits

- **Budget Expenditure**
 - No authority to commit to expenditure.
- **Purchase Orders**
 - No authority to approve or issue purchase orders.
- **Purchase Card (Freedom Card)**
 - No authority to use a Purchase Card (P-Card)

Correspondence

- No authority to sign external correspondence

Authorisation of Position Description



Positions in Barnardos may change over time as the organisation evolves and priorities ensure that Barnardos is able to adapt and respond to changes in the business environment. Any significant changes will be discussed between the jobholder and manager and will be approved by the relevant Executive Leadership Team (ELT) member. change. The key responsibilities for this position may change as the job evolves.

Authorised by:	<i>GM Child & Family Services</i>	Date authorised:	<i>July 2017</i>
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