**Specialist Trauma Counsellor**

Specialist Trauma Counsellors work as part of a national 1800RESPECT service providing highly specialised counselling services to those whose lives have been impacted by domestic and family violence, sexual assault and/or workplace sexual harassment. Receiving warm transfers from the 1800RESPECT telephone triage team and providing single session specialist therapeutic counselling support; psycho education, referrals and at times more intensive support for complex callers through our referral pathways model. The role is also required to support as needed in the triage teams, answering calls and chats, establishing caller safety, building rapport, and identifying the best pathways for support either internally or externally. The positions work within a new national framework based on the knowledge of best practice principles and requires the highest level of professionalism, ethical behaviour, and compassion.

This service is available 24/7 and requires staff to work shift work (day/evening and overnight) and have a flexible approach to support the 1800RESPECT teams in other activities as required to ensure the delivery of a high-quality service. This role is supported by Team Leaders and the Quality and Training team.

**Team Leader**

Team Leaders work as part of the national 1800RESPECT service to provide expert clinical practice advice and leadership to support Specialist Counselling staff to effectively deliver quality client services across the 24/7 service.

The role works closely with our other Team Leaders, Quality and Training roles and supports the wider 1800RESPECT leadership teams, to ensure we are delivering high quality and contractually compliant services. On a day-to-day basis, the Team Leader will be responsible for providing mentoring/support and supervision/debriefing to on-shift counselling staff; and be the first point of escalation for any practice or other related issues on shift or flagged through compliance and quality processes. At times of high demand, the role will be required to directly deliver the specialist counselling service.