

Counsellor Support Worker



Roles & Responsibilities

This role is responsible for supporting Crisis Counsellors and Leaders in the co-ordination of emergency accommodation and travel for clients, assisting with the referral process, data entry and answering phones.

Key skills & experience

- Well-developed communication, interpersonal and liaison skills
- Professional and personable telephone manner
- Able to demonstrate high level of resilience
- Demonstrated ability to work in a fast paced and high demand work environments, maintain composure and effective engagement with clients in crisis
- Well-developed IT and administration skills
- Ability to take directives and work within set timeframes
- Ability to work with people from Culturally and Linguistically Diverse backgrounds, including through use of telephone interpreting services

Required Credentials

- Tertiary qualification in relevant field preferable e.g. Social and Behavioural Sciences
- Working with Children card
- Right to work in Australia

Primary Working Location



Ability to work from the office or from home (hybrid model)