<table>
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<th><strong>Position Description</strong></th>
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<td><strong>Position Title:</strong></td>
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<td><strong>Award:</strong></td>
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<td><strong>Classification:</strong></td>
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<td><strong>Tenure Status:</strong></td>
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<td><strong>Hours of work:</strong></td>
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<td><strong>Position Location:</strong></td>
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<td><strong>Reports to:</strong></td>
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<td><strong>Supervisor to:</strong></td>
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<td><strong>Liaises with:</strong></td>
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<td><strong>Authorities and Delegations:</strong></td>
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PANDA’s Purpose

PANDA supports individuals, families, health professionals and communities across Australia affected by emotional and mental health difficulties during pregnancy and in the first year of parenthood. PANDA operates Australia’s only National Helpline for individuals and their families experiencing perinatal mental illness or vulnerability.

PANDA’s Service Delivery

PANDA currently receives both Commonwealth and State government funding to deliver a range of services to families affected by perinatal mental health challenges and to provide information, education and support to professionals and the community. PANDA also undertakes a range of fundraising activities, generating additional funds required to maintain and improve services and programs.

PANDA’s Vision

A society where perinatal mental health is valued and understood and where stigma and systemic barriers to seeking help no longer exist.

Values aligned with the National Helpline’s work

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<tr>
<td>Accountability</td>
<td>We take responsibility for our actions and are accountable to each other and our stakeholders for our performance and integrity.</td>
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<tr>
<td>Collaboration</td>
<td>We work collaboratively with others to share knowledge, skills and experiences.</td>
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<tr>
<td>Effectiveness</td>
<td>We strive to be effective, make the best use of resources and encourage innovation.</td>
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<tr>
<td>Equity</td>
<td>We are committed to overcoming discrimination and disadvantage and promote fair and just access to services and information.</td>
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<tr>
<td>Integrity</td>
<td>We act with integrity and honesty and are guided by ethical and moral principles in all that we do.</td>
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<tr>
<td>Respect</td>
<td>We treat people with respect and dignity at all times.</td>
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About this position

This role will predominantly operate within PANDA’s helpline services providing direct clinical and counselling support to expecting and new parents, as well as their supports. This role will form part of a team of clinicians, counsellors and peer support volunteers and will be supported by a team of clinical and peer supervisors. The incumbent will be expected to work within a set roster as per the helpline’s operating hours. Contributing to PANDA’s non-helpline activities i.e., clinical education and training and resource development is also expected of this role.
### Key Responsibilities

Across the organisation, we pride ourselves on being a workplace of choice where all staff are trusted to undertake their roles in a safe and collaborative environment, both virtually and face-to-face.

**Key responsibilities include:**

Direct Service Delivery (time on calls) 66%, Activities Supporting Direct Service Delivery 24%, Practice Development, Support and Administration 10%

#### Direct Service Delivery includes:

- Provide incoming and outgoing phone based clinical service delivery to expecting and new parents as well as their families and supports (including health professionals) affected by perinatal mental health difficulties. Clinical service delivery includes though is not limited to the following:
  - Triage and intake
  - Counselling/ therapeutic intervention (single or multiple session)
  - Psychoeducation
  - Resource and information sharing
  - Crisis intervention
  - Service navigation and referral
  - Secondary consultation
  - Care Coordination

- Apply sound clinical and risk assessment in all aspects of service delivery aligned with PANDA’s processes and policies, evidence-based frameworks and industry standards.

#### Activities Supporting Direct Service Delivery include:

- Adherence to individual and organizational workplans, targets and KPIs.
- Record and maintain client records, including data and case notes/ call summaries, using PANDA’s client record systems in a timely and accurate manner.
- Utilize systems and infrastructure required in all aspects of service delivery across all helpline services which include but not limited to, Service Record System (SRS), Salesforce, Microsoft Teams and Outlook, Genesys, and Litmos (Learning Hub).
- Contribute to the development, implementation and continuous improvement of PANDA’s clinical and peer support practices, infrastructure and systems by being an active and collaborative member of the team.
- Promote all aspects of PANDA’s helpline services ie. clinical and peer support and collaborate with all clinical and peer support staff. Ensure all clients who are assessed to be requiring support from PANDA obtain appropriate support from our helpline programs within a stepped care model.
- Support all clients to access PANDA’s other (non-helpline) services as appropriate which include: clinical education and training, the Learning Hub, PANDA resources.

#### Practice Development, Support and Administration activities include:

- Commit to currency in practice through regular participation in professional development opportunities such as but not limited to core trainings, clinical supervision/line management support, group reflective practice, meetings and practice discussions.
- Accurate recording of data and documentation to both evidence and inform PANDA’s service delivery and the needs of service users and the broader community
- Contribute to new staff training and induction as required
- Actively support and uphold PANDA’s purpose, values, mission, strategic vision
- Undertake other duties as delegated by your manager
## Key Selection Criteria

### Essential Qualifications and Experience
- Tertiary qualification in mental health nursing, social work, psychology, occupational therapy, and/or counselling.
- Membership or eligibility for membership to relevant professional body - AASW, AHPRA, APS, PACFA.
- Minimum of 2 years’ experience in mental health and/or counselling, including assessment of risk, working with complex needs and undertaking crisis interventions.
- Current Working With Children’s Check.

### Commitment
- Passion and commitment to working as an individual, and in a team, to support the mental health of parents and babies across Australia.
- Commitment to supporting people from hardly reached and under serviced communities including people from culturally and linguistically diverse, refugee, Aboriginal and/or Torres Strait Islander and LGBTQI+ communities.
- Commitment to using the secure systems and tools that operate across PANDA to ensure that callers experience quality, safe and secure support.
- Commitment to building the best possible working environment by sharing insight and collaborating on new areas of development (where able) to ensure that we are investing in great tools for great people!

### Knowledge
- Understanding and knowledge of the emotional, transitional and mental health difficulties and needs of new and expecting parents and their infants
- Sound understanding of evidence-based frameworks, legislations and service standards that underpin mental health practice (both clinical and peer support), as well as the mental health system in Australia
- Knowledge of the national perinatal and generalist referral pathways and support options
- Understanding of the importance of data to both evidence services delivered for the caller and for PANDA programs and services more broadly for the community

### Skills
- **Teamwork:** The ability to operate as an active member of a team. Able to collaborate, work effectively with colleagues, share own knowledge and experience as well as respect the diverse perspectives, skills, and backgrounds of colleagues.

- **Interpersonal Relations:** Strong ability to build and maintain positive internal and stakeholder relationships. Ability to negotiate and manage conflict with fairness and respect as they arise.

- **Communication:** Excellent written and oral communication skills. Proficiency in completing client records in an efficient and accurate manner.

- **Organisation and decision making:** The capacity to analyse information i.e., client related or operational and decide next course of action using sound clinical judgement. Prioritise and manage own time to ensure agreed course of action is enacted in a timely and efficient manner.
- **Person-centred**: The ability to identify and respond to the needs of caller through person-centred evidence based service delivery and development. An understanding of clients’ rights and responsibilities, health promotion and community participation concepts and the ability to integrate these concepts into action within the service delivery.

- **Administration**: Strong administrative skills and computer literacy (particularly use of MS Office suite). Strong attention to detail and commitment to effective data collection and documentation to support quality and service development with a strong experience in using databases and client record and data collection systems.

**Availability**

- Available for rostered shifts
- An appropriate and safe working from home set up that includes access to a private space and access to a stable internet.

**Desired**

- Experience in delivering mental health/counselling services in a phone based service or virtual environment
- Experience in delivering specialised perinatal emotional, transitional and mental health support
- Experience in triage/intake
- Experience in delivering education and training and resource/content development.

**Personal Qualities**

- Sound judgement and initiative
- Demonstrate flexibility and ability to respond to changing and competing demands
- Operates autonomously but also able to work effectively as part of a team
- Strong ability to self-reflect, self-manage and demonstrate willingness to learn and receive feedback about own performance
- Committed to the team’s as well as personal/professional growth and development
- Accountable, able to set clearly defined objectives and is proactive about reviewing progress and outcomes with the team
- Operates with integrity, dignity and respect
- Committed to supporting diversity and cultural awareness and competence in service provision with culturally and linguistically diverse, refugee, Aboriginal and/or Torres Strait Islander and LGBTQI+ communities
- Productive and reliable with positive work ethics and attitude.

**Health and Safety Responsibilities**

All staff are required to take reasonable care for their own health and safety, and the health and safety of others who may be affected by their conduct.