

## **Student Crisis Supporter Position Description**

### **Role**

To undertake crisis supporter training with Lifeline with the prospect of being invited to become a Lifeline Crisis Supporter on achievement of competency.

### **Characteristics**

Inherent in the role of a Crisis Supporter is their ability to empathically and respectfully connect with help-seekers. This is sustained by the personal attributes that the Crisis Supporter brings to the helping relationship. Therefore the Crisis Supporter Student must be able to demonstrate:

- The ability to express empathy and respect for others;
- The ability to establish good initial contact with help-seekers;
- A strong sense of self and self-awareness;
- The capacity to understand and help others proactively whilst maintaining clear boundaries of responsibility;
- The ability to integrate professional and personal learning experiences into the helping process in order to convey an understanding of the help-seeker's situation;
- The ability to differentiate their own feelings from those of the help-seeker and maintain sufficient emotional distance from personal experiences in order to maintain perspective;
- Willingness and ability to respond reflectively to feedback given in training and supervision about their performance and apply that to ongoing practice;
- Awareness of personal bias; and
- Openness to diversity.

### **Training Application Process**

Applicants wishing to undertake the Crisis Supporter Workplace Training course will be required to complete the following process to assess their suitability for our training program. This process includes a written application and a personal interview.

Successful applicants will be invited to enroll into the Crisis Supporter Workplace Training course. This is known as Invitation to Phase 1 letter.

A Crisis Supporter Student must be able to demonstrate their willingness to:

- Undertake Lifeline's crisis supporter core training (e-learning and face to face modules, probation stage 1 & 2);
- Undertake a criminal record check;
- Adhere to Lifeline's vision, purpose and guiding principles;
- Work with a diverse range of help-seekers including challenging help-seekers and those with a disability;
- Work with people from culturally and linguistically diverse backgrounds;
- Work effectively with other team members and Centre management;

- Maintain consistency in commitment, reliability and punctuality;
- Commit to minimum requirements concerning shift coverage, supervision and professional development;
- Maintain a commitment to meeting annual accreditation requirements;
- Recognise when additional supervision or debriefing is necessary; and
- Practice self-care strategies.
- Must be 18 years or over

### **Qualifications and Experience**

Be able to demonstrate:

- Computer skills or the ability to acquire these skills
- A high level of written and verbal English communication skills. Level 3-4.

### **Other Information**

Physical disabilities such as hearing and sight may preclude people from completing this course as there are limitations to the amount of help we are able to provide. Please discuss this with your Centre/trainer prior to enrolment.

### **Student Visa Requirements**

Lifeline Australia Ltd RTO 88036 is not registered under the Commonwealth Register of Institutions and Courses for Overseas Students (CRICOS). CRICOS is a register of Australian education providers that recruit, enrol and teach overseas students.

Therefore, dependent on students' visa conditions, we may not be able to provide nationally recognised training and qualifications to students on a visa. Under the Education Services for Overseas Students Act 2000 (ESOS Act), students studying in Australia on student visas must comply with visa conditions under Australian law.

This means that any students who are not Australian or New Zealand citizens must provide a copy of their passport and visa details to Lifeline Australia to obtain approval to register and complete CSWT, ASIST NR or PFA nationally accredited training. (Nationally Accredited Training entitles a student on successful completion to receive a Qualification).

Students who do not meet the visa requirements should discuss options with their Centre and or trainer prior to registration and enrolment