

Appendix 1 - Crisis Supporter student 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.

Requirements

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) and student placement;
- Adhere to Lifeline's Vision and Code of Conduct;
- Work with a diverse range of help-seekers including challenging people 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;
- Undertake a Criminal Record Check;
- Recognise when additional supervision or debriefing is necessary; and
- Practice self-care strategies.

Qualifications and experience

Be able to demonstrate:

- Computer skills;
- A high level of written and verbal English communication skills.