



Job Description: Counselling Coordinator

Takawaenga Tohutohu

January 2023

OutLine is a national service that helps Rainbow people access support, information and a sense of community. OutLine is a registered charity which has been operating since the early 1970s. It currently provides a free national peer support phone line and web chat support service, a peer support service for trans and non-binary people in Auckland, and specialist face-to-face and videoconferencing counselling for rainbow people across Aotearoa.

The Role

Job Title: Counselling Coordinator

Reporting to: Chief Executive

Location: Preference for Auckland-based, but will accept applications from anywhere in Aotearoa

Salary: \$60,000–64,000 (pro-rata)

Hours: 20 or 24/week (negotiable). Flexible hours, with some expectation of work outside of normal office hours (e.g. weeknights)

As Counselling Coordinator for OutLine, you will be responsible for receiving and following up counselling enquiries and work closely with the counselling team to assign clients to a counsellor. You will draw on knowledge of community needs and services to respond to health navigation enquiries. You will also work closely with the Chief Executive to improve OutLine's counselling policies, procedures, and ways of working and explore growth opportunities for the OutLine Counselling Service.

As part of this role, OutLine will cover the costs of external supervision and other training opportunities.

If you are trans, there may be opportunities for additional work supporting our Transgender Peer Support Service as an extension of this role.*

*We're using trans as an umbrella term that could include people who identify with terms like transgender, gender non-conforming, non-binary, genderqueer, transsexual, agender, tāhine, whakawāhine, tangata ira tāne, Fa'afatama, Fa'afafine, Fakaleiti or Leiti, Fakafifine, Akava'ine and Vakasalewalewa.



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The key areas of responsibility are:

1. Coordinating counselling enquiries
2. Responding to health navigation enquiries
3. Liaising between OutLine counsellors and staff team
4. Supporting ongoing improvement of OutLine's counselling policies and procedures
5. Exploring growth opportunities for OutLine's counselling service

As a part of the wider OutLine team, you may also be asked to do other tasks from time to time, by agreement.

Responsibilities

1. Coordinating counselling enquiries
 - Receive and follow up counselling enquiries
 - Manage communication across a variety of channels (email, phone, text)
 - Track status of enquiries throughout triage process
 - Work with counselling team to arrange assessment sessions
2. Responding to health navigation enquiries
 - Respond to health navigation enquiries received by OutLine
 - Liaise with OutLine counselling team and external parties to maintain referral database
3. Liaising between OutLine counsellors and staff team
 - Attend internal Counselling Team supervision
 - Act as main point of contact for counsellors
 - Attend staff meetings
 - Attend monthly 1:1 meetings with the Chief Executive
 - Report any health and safety concerns to Chief Executive
4. Supporting ongoing improvement of OutLine counselling policies and procedures
 - Work with the counselling team and Chief Executive to identify gaps or areas for improvement
 - Support implementation of improved procedures and ways of working
5. Exploring growth opportunities for OutLine counselling service
 - Work with Chief Executive to explore possibilities to grow and increase sustainability of the OutLine counselling service (e.g. funded contracts, EAP, ACC)
 - Explore possibilities for technologies to help streamline the counselling service



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Key Skills required

- An understanding of OutLine's kaupapa and objectives.
- Commitment to Te Tiriti o Waitangi and tikanga Māori.
- Interest and knowledge in Rainbow issues
- Interest in and knowledge of mental health in Aotearoa
- Experience working with confidential information
- Excellent communication across different media (phone, email, text)
- Excellent customer or client service
- Excellent time management and self-motivation
- Ability to use or learn a range of software platforms.
- Experience working collaboratively

Preferred skills

- Mental health qualification. E.g. social work, counselling, psychology or intentional peer support training

Note: The role will require a minimum qualification of a Level 4 Health and Wellbeing Certificate or equivalent, which OutLine can support the successful candidate to complete if they do not already have an equivalent or higher qualification

- Knowledge of different modes of counselling practice
- Knowledge of Aotearoa's mental health landscape
- Knowledge of neurodiversity