



## POSITION DESCRIPTION

**Position:** SA Quitline Counsellor (QUIT.54)  
**Reports To:** Quitline Manager  
**Classification:** Band D  
**Location:** South Australia

## CANCER COUNCIL VICTORIA

Since our establishment in 1936, [Cancer Council Victoria](#) has developed an international reputation for our innovative work in [cancer research](#), [prevention](#) and [support](#). As an independent, not-for-profit organisation, we play a leading role in reducing the impact of all cancers on all people.

Our people work and volunteer at Cancer Council Victoria to contribute to an organisation that makes a real difference in people's lives and is valued by the community we serve. In return we are proud to foster a culture that supports individuals to reach their full potential, in an environment that reflects our values of **Excellence, Integrity and Compassion**

## DIVISION / UNIT / TEAM SUMMARY

[The South Australia \(SA\) Quitline](#), which includes a dedicated SA Aboriginal Quitline service, is a joint initiative of Cancer Council Victoria and SA Health. The SA Quitline is managed by Quit, the Cancer Council's nationally-recognised peak group dedicated to supporting people who smoke to become tobacco free.

The Quitline telehealth clinical service provides access to free and confidential telephone counselling plus information and advice through telephone and messaging services.

## POSITION SUMMARY

The key aim of this position is to provide specialist telephone information, advice and individualised counselling to assist smokers who want to quit smoking or cut down the number of cigarettes they smoke. Quitline Counsellors also provide information and advice on smoking, quitting and the use of quitting medications and products to callers. The Quitline Counsellor may respond to incoming calls on the Quitline or online messages and make outbound telephone or video calls as part of the Quitline call back counselling service.

The Quitline Counsellor is one of several Counsellors rostered at any one time to counselling shifts between 8am and 8pm Monday to Friday. Quitline Counsellors

receive clinical supervision and ongoing professional development to support their behaviour change counselling. Access to online peer support and collaboration in real-time and through team meetings and clinical supervision are key principles of the service.

This position is based in SA and will work remotely. The SA Quitline service is delivered on behalf of SA Health, and SA Quitline Counsellors must comply with all relevant SA Health policies and procedures.

## **RESPONSIBILITIES**

- In accordance with Quitline guidelines and protocols, provide specialist telephone information, advice and individualised telephone counselling to assist smokers who wish to quit by:
  - helping smokers understand why they smoke
  - assisting them to make a plan to quit
  - providing encouragement, support and information; and
  - advising family and friends concerned about others' smoking.
- In accordance with Quitline guidelines and with appropriate recognition of duty of care, provide safe smoking cessation assessment, advice and support for population groups with special health needs such as pregnant women; young people; callers who disclose a mental health condition; and callers with other health conditions that are impacted by smoking cessation.
- Use specialist telephone counselling and smoking cessation assessment skills to identify issues presented by callers wishing to quit, and respond to these effectively and appropriately within the guidelines and protocols of the Quitline service. This includes referring to available resources and strategies to assist these callers.
- Maintain the confidentiality and ethical requirements of the service in accordance with the Privacy Policy and related legislation.
- Accurately record caller information and maintain caller contact details on the Quitline database.
- Advise Quitline Manager of any issues arising during shifts and/or escalate more difficult /complex calls to the Quitline Manager and make recommendations for resolution and action when appropriate.
- Participate in information, training and supervision/Psychological First Aid sessions as required.
- Work in a collaborative way with other team members including the Workforce and Process Administrator and Data Analyst.
- Contribute when required to the development of strategies to meet the objectives of the Quitline service.

***Such other duties as directed and consistent with an employee's level of skill, competence and training.***

# KEY SELECTION CRITERIA

## Essential Criteria

- Thorough counselling training, and or relevant tertiary qualification with undergraduate studies in counselling theory and practice or a health-related discipline.
- Demonstrated practical experience in a relevant health related field.
- Excellent verbal communication and active listening skills including the ability to establish good rapport with callers and express ideas assertively, and in a non-judgmental way as well as the ability to contain calls.
- Ability to understand and assess callers' needs and assist callers as appropriate by providing information, referral, support and/or counselling, and within the guidelines and protocols.
- Well organised, able to prioritise tasks, reliable and adaptable.
- Sound computer skills and ability to enter database information accurately and efficiently.
- Ability to handle situations with confidence, tact and patience with a professional and mature attitude and manner, and to maintain confidentiality.
- Ability and willingness to work autonomously as well as constructively as part of a team and respond to a campaign environment.

## Desirable Criteria

- Telephone counselling experience.
- Knowledge and understanding of concepts and theories of smoking behaviour and cessation.
- Knowledge of health education/promotion.
- Experience in a tobacco control organisation.

## Special Requirements

- This position will be a 100% remote working from home position, the employee must have an appropriate area in which to work and an OH&S check completed
- Non-smoker
- Right to work in Australia
- Satisfactory completion of National Police Check
- Current Working with Children Check
- Ability to work between the hours of 8.00am to 8.00pm
- A stable internet connection with download and upload speeds of 20mbps and 10mbps