

Position Description

Quitline Counsellor

Who we are: We are Tasmania’s leading cancer charity working to reduce the incidence and impact of cancer on all Tasmanians. Through advocacy and research, supportive care programs and services, and the delivery of prevention education resources and programs, we are here for all Tasmanians regardless of location and the type of cancer diagnosis.

Our Vision: A cancer-free future

Our Values: Generosity, Integrity, Collaboration, Courage, Innovation

Hours of Work	Full time/part time (0.6 – 1.0 FTE), permanent and fixed term roles to 30 June 2027 in line with DoH funding.
Salary and Conditions:	Social, Community, Home Care and Disability Services Industry (SCHADS) Award 2010 Level 5 (salary packaging is available).
Location:	The role is primarily based at the Cancer Council Tasmania offices at 15 Princes Street, Hobart, Tasmania.
Position Summary:	<p>The role is part of the Quit Services Team within Quit Tasmania, a program of Cancer Council Tasmania, funded by the Tasmanian Department of Health.</p> <p>The role is responsible for providing high quality, evidence-based behavioural counselling, advice and information to Tasmanians who smoke and/or vape via Quitline 13 7848 and other channels (eg instant messaging, SMS). The role also provides information and advice to health professionals, community service workers and others seeking to support people through their quitting journey.</p> <p>The position utilises different counselling modalities such as motivational interviewing and cognitive behavioural therapy to meet clients’ needs and refers clients to other service providers as needed.</p>
Reporting:	This role reports directly to the Quit Services Coordinator. The role has no direct staff reports.
Qualifications and Skills:	This role requires qualifications in a related field and a combination of experience and competence sufficient to perform the duties required.
Personal Attributes:	This role requires an empathetic, patient and non-judgemental person who possesses excellent interpersonal and communication skills, enabling them to

	<p>effectively support individuals through their quitting journey. They will be self-motivated with the ability to work autonomously and as part of a broader team.</p>
<p>Role Responsibilities:</p>	<ul style="list-style-type: none"> • Provide high quality, evidence-based and culturally safe individualised counselling, information and advice to assist Tasmanians to quit smoking and/or vaping via the Quitline telephone counselling service and related channels (eg, instant messaging, SMS). • Respond to incoming calls and make outbound calls via Quitline. • Provide best practice smoking/vaping cessation support in accordance with Quit Tasmania’s governance framework including the National Quitline Minimum Standards. • Assist with increasing state-wide engagement with, and awareness of, Quit Services among individuals who smoke/vape, health professionals and community service providers. • Participate in professional development and training, team meetings, clinical supervision, and peer supervision as required. • Undertake administrative processes relevant to Quit Services with high attention to detail and in a timely manner. • Undertaking other duties, as directed by the Quit Services Coordinator and/or Director Quit Tasmania to support the organisation and contribute to a positive and productive workplace.
<p>Essential Selection Criteria:</p>	<ul style="list-style-type: none"> • Minimum Certificate IV qualifications or above in counselling, psychology, social work or a related field. • Significant established experience in behavioural counselling and providing person-centered psychosocial support to clients. • Demonstrated time management skills including the capacity to manage competing priorities within tight timeframes and as a collaborative member of a small team. • Sound knowledge and understanding of local health and community networks. • Basic knowledge of the major issues facing Tasmanians who smoke and/or vape. • Undertake rostered work within operational hours, including shifts between 8am and 8pm. • Current Working with Vulnerable People Registration and satisfactory National Police Check or the ability to obtain these checks.

Desirable Selection Criteria:	<ul style="list-style-type: none"> • Experience counselling young people aged 12-24 • Experience supporting people through different communication channels (eg, telephone, instant messaging)
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Competency Framework – Quitline Counsellor			
Personal Attributes		Relationships	
Adapt and Respond to Change		Communicate Effectively	4
Display Resilience	3	Commitment to Customer Service	4
Act with Integrity	4	Influence and Negotiate	2
Manage Self	4	Work Collaboratively	3
Results		Business Support	
Deliver Results	4	Finance	1
Plan and Prioritise	4	Technology	2
Think and Solve Problems	3	Procurement and Contract Management	1
		Project Management	2
Demonstrate Accountability		4 – Highly Advanced	
People Leadership and Management	2	3 – Advanced	
Lead, and Develop People	2	2 – Intermediate	
Inspire Direction and Purpose	2	1 - Foundational	
Optimise Business Outcomes	2		
Manage Reform and Change	1		

It is agreed that these are the primary requirements for the position of the Quitline Counsellor. However there is an expectation that this position may perform, or learn other duties, as required by Cancer Council Tasmania.

Where the requirements and tasks vary significantly, both parties agree to discuss these variations and draft a new Position Description which reflects agreed variations.

It is understood by both parties that this position description forms an integral part of the feedback process between the employee and the organisation therefore the entire document will be considered during any performance assessment.

Employee Signature _____ Date _____

Quitline Counsellor

Employer Signature _____ Date _____

Director Quit Tasmania