

Is this you?

- tertiary qualification (or equivalent) in social work, psychology or behavioural / health sciences
- well-developed customer focussed counselling knowledge / skills
- strong leadership skills
- good communication skills
- team player.

What is a telecounselling team leader?

Health Contact Centre (HCC) telecounselling team leaders have qualifications in psychology or social work and have undertaken a comprehensive, competency-based training program which authorises them to deliver evidence-based brief interventions on behalf of Queensland Health.

What does a telecounselling team leader do?

The primary responsibilities of HCC telecounselling team leaders are to:

- provide operational supervision to a team of telephone counsellors
- provide clinical practice supervision to telephone counsellors delivering information, referral and specialist advice to people with concerns relating to tobacco
- deliver advanced level evidence-based interventions and ongoing support, including non-routine and crisis counselling, to members of the Queensland public.

“Managing a team of telephone counsellors is challenging and very rewarding. It is a great feeling knowing that every day I have an input in helping my team improve the quality of life of Queenslanders.”

Jillian Bleazby – Telecounselling Team Leader



Telecounselling team leaders perform the following activities:

- coordinate staffing, supervise telephone counsellors' work and performance, and allocate and prioritise tasks on a shift-by-shift basis
- participate in continuous quality improvement initiatives
- facilitate training, provide formal and informal clinical supervision, and assist with performance appraisal and management
- participate in organisational clinical governance initiatives
- assist telephone counsellors by providing expert clinical advice, assistance and direction
- provide advanced-level, individually tailored smoking cessation support, encouragement and resources via Queensland Health's Quitline (13QUIT).

Where can telecounselling team leaders work?

The Health Contact Centre provides a platform from which a variety of services are delivered. Currently, and in the future, services include chronic disease management, early intervention, referral and counselling services, and crisis intervention.

Health Contact Centre staff benefit from flexible shift patterns, choice of part time or casual positions, and involvement in informal and formal support networks. telecounselling team leaders receive specialised training, gain experience in decision-making and are supported in their new role through a comprehensive training and development framework.

The Health Contact Centre is located in the Brisbane suburb of Mt Gravatt, close to public transport with secure parking facilities and is easily accessible for staff in Brisbane metropolitan areas.

Can telecounselling team leaders specialise?

Telecounselling team leaders are employed by Queensland Health under the Health Practitioner Award, and so have ample opportunity to work elsewhere in the organisation in relevant positions, whether as permanent promotions or temporary secondments.

The telecounselling team leader position is in the management stream of the Health Practitioner Award, so experience gained in this position equips staff for organisational management roles. In addition, opportunities to temporarily act in Management roles within the Health Contact Centre arise regularly.

How do you become a telecounselling team leader?

To become a telecounselling team leader you must have at least a tertiary qualification, or equivalent, in social work, psychology or the behavioural or health sciences.

The recruitment and selection process includes a short written application followed by a face to face panel interview. Both processes require the applicant to meet a number of key skill requirements, specified in the role description.

On successful recruitment to the service, there is a 10 day competency based training and induction program, followed by a 12 week preceptorship period.

Where can I find more information?

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A/Quitline Manager
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HCC Administrative Support
Phone: (07) 3877 8257

13HEALTH
www.health.qld.gov.au/13health

Information and job advertisements for recruitment cycles are available in newspapers and on the HCC and SEEK websites: www.health.qld.gov.au/wwwhccp

To find out more about the exciting career opportunities in Queensland Health and what we can offer you go to:
www.health.qld.gov.au/workforus

Do great things every day