



Find your place

yourtown people are passionate about helping young people and we believe we can make a difference.



## Queensland Counselling Centre

Below is roster, salary and training information relating to working in the Queensland Counselling Centre.

### Rosters

- Roster options will be made available during each recruitment intake
- At interview you will have the opportunity to nominate your roster preferences. We try to accommodate your roster preferences where possible, subject to operational requirements.
- This will be your initial roster that you will work whilst on probation completing the Supervision, Training & Evaluation Program (STEP)
- Shift requirements are between 48 and 76 hours per fortnight
- The majority of shifts are eight hours in duration however some rosters do include six hour shifts
- If you are working part-time, you will need to work a minimum of 24 hours per week
- Once you have completed STEP, you will be allocated a roster to align with times of high client demand. You will be required to work across the full 24 hour cycle, including overnight shifts. **Counsellors are employed with the understanding that they may be rostered to work shifts across the 24 hours/7 days span.**

# Base Remuneration

All **yourtown** Counsellors are employed on the organisation's Enterprise Agreement. Employment is offered on a permanent full time or permanent part time basis.

- Base Salary - Counsellors commence on Grade 6, Level 1
- **yourtown** offers a salary increment increase; this will move Counsellors across the 'Levels' each year of service
- Base Salary range starts at \$82 873 and progresses to \$90 224 per annum (pro-rata for part time) - with the optional benefit to sacrifice a component of your salary pre-tax to increase net income
- Shift penalties apply for work outside of normal business hours, 7am to 8pm Monday to Friday - penalty rates are below
- 11% Super
- 17.5% Loading on Annual Leave

# Your Package & Development

- 5 weeks annual leave for Continuous Shift Workers (pro-rata for part time)
- Salary packaging of \$15,990 per year, via our packaging provider Remserv. Salary packaging is an ATO-approved employee benefit that affords you the freedom of tax-free spending. This could reduce your taxable income and give you more money in your total remuneration package.
- Paid parental leave (8 weeks, once eligible)
- Access to long service leave after five years
- Yearly salary increments (capped at 5 years)
- Clinical Practice Supervision (monthly)
- STEP Clinical Training Program
- Training across Phone, Web, Email & Text Counselling
- Career opportunities across a leading national youth advocacy organisation
- Access to **yourtown's** Education Assistance Program

## yourtown Enterprise Agreement Shift Allowances

- Counsellors are expected to work across a range of shifts within the service; the below penalties are applied to the base salary.

DAY	TIME	PENALTY RATE
Monday to Friday	6am to 7am	50%
Monday to Friday	7am to 8pm	N/A
Monday to Friday	8pm to 12 midnight	25%
Monday to Thursday	12 midnight to 6am	50%
Midnight Friday to 7am Saturday	12 midnight to 7am	75%
Saturday	7am to 6pm	75%
Saturday	6pm to 12 midnight	100%
Midnight Saturday to 7am Sunday	12mid to 7am	125%
Sunday	7am to 12 midnight	100%
Midnight Sunday to 6am Monday	12 midnight to 6am	100%

# Mandatory Counsellor Induction Training

## STEP Training

If you are successful with your application, upon commencing employment with **yourtown's** Counselling Centre, it is a requirement that Counsellors complete **yourtown's** Supervision, Training & Evaluation Program – fondly known as STEP!

The STEP objectives are for counsellors to:

- Gain a clear understanding of **yourtown's** counselling frameworks, client demographic, introduction to phone counselling, and **yourtown's** systems and procedures
- Be supported in their transition to the counselling centre floor
- Be provided with ongoing professional support and feedback around practice, skills, and development.

Successful applicants must attend full time STEP training commencing on 6 November 2023.

STEP training dates from 6 November to 17 November 2023 require compulsory attendance – if there is a date you are unable to attend please speak with our team as soon as possible. These sessions usually run from 8:30am to 4:30pm.

You will receive additional training outside of STEP across the different channels and requirements to working unsupervised shifts:

- Email Counselling
- Web Counselling
- Unsupervised Shift Training
- Parentline

## Ongoing Skills Building

You must also commit to attend on-going Skills Building training during your first few months. These sessions are usually held fortnightly on a Thursday. These sessions usually run from 10am to 6pm.

Topics include:

Working with suicide, self-harm and homicide presentations; Mental Health; Bullying and Online safety; Diversity and Inclusive Practice; Cultural Sensitivity; LGBTIQ+; Working with the trauma of child abuse, Working with Grief and Loss; Advocacy and data collection.

From time to time various other training opportunities are available for which you will be eligible. We also have an Educational Assistance Program where after completing specific service requirements you will be eligible to apply for support to undertake external training or education.