

# Information for applicants

## General Positions

### About Crisis Support Services

Crisis Support Services Inc. (CSS) is Australia's leading professional telephone counselling and training provider. CSS is the only organisation in Australia to be accredited by the world-renowned American Association of Suicidology, and has a 50 year history of helping people in crisis.

We deliver confidential counselling, support, information and referral services 24 hours a day, 7 days a week, operating with a team of paid, professionally qualified psychologists and counsellors. Our services include Suicideline (VIC), Suicide Call Back Service, MensLine Australia, MensLine Australia Call Back Service, and specialist lines such as the *beyondblue* InfoLine and Veterans Line.

CSS draws upon its extensive counselling experience to develop its tailored range of training packages, assisting organisations such as the Australian Federal Police, Family Relationship Centres, Australia Post, the Telecommunications Industry Ombudsman and Legal Aid with their training needs.

### Philosophy and Mission

As an organisation CSS is funded through a combination of Australian Government and State Government programs, public and private partnerships, and with the support of philanthropic, corporate and individual donations.

A board of management including officers and ordinary members are elected annually, and are responsible for all aspects of organisational governance, including ensuring compliance with its obligations as an incorporated body under relevant Victorian legislation.

The CSS Strategic Plan sets the organisational vision, purpose and values. These are:

**Our Vision** All people are heard and helped in their time of need.

**Our Purpose** To support people to manage crisis and develop wellbeing by providing specialist, professional counselling and referral services.

**Our Values**

- Professionalism
- Integrity
- Leadership
- Compassion
- Excellence

For more info on Crisis Support Services please visit our website: [www.crisissupport.org.au](http://www.crisissupport.org.au)

### Things to consider before applying

#### Read the position description

Applicants are required to request a copy of the position description or view it on the CSS website, and consider whether they are able to meet the minimum requirements of the role including the mandatory qualifications before applying. Applicants will be asked to address those requirements in a cover letter and may be required to provide evidence at the time of applying.

#### Eligibility to work in Australia

To gain employment with Crisis Support Services, applicants need to be either:

- An Australia citizen (birth certificate, citizenship certificate or Australia passport is proof of eligibility)
- A permanent resident of Australia

Unfortunately, we are unable to employ people on any type of Work or bridging VISA.

## Remuneration and benefits

We offer a supportive team environment, professional development opportunities and enviable employment conditions with office and non-clinical staff employed on individual contracts. We also provide all employees with Salary Packaging where they can claim \$16,050 of their salary tax free.

## The recruitment process

The recruitment process will take anywhere up to **4 weeks** after application closing dates. Each stage is an important component of the process, designed to ensure we select people who will uphold the vision, purpose and values of our organisation. The process comprises of the following main stages:



### Application

The advertisement will provide a summary of the role and the minimum requirements that the applicant must meet before being considered for an interview. The position description provides more detail about the role outlining the specific knowledge, experience, skills and qualifications that are required to perform the role.

Applicants are required to submit:

- **A cover letter** which addresses the job competencies found in the position description. *Applications without a cover letter will not be considered.*
- **A current resume** of no more than 5 pages which should:
  - Contain current, succinct and relevant information to support the application
  - Include the applicant's current contact details
  - Include phone and email contact details for at least two referees (including a current or previous job supervisor or manager). Applicants should let their referees know that they may be contacted about the application.
- And any other documentation as detailed in the job advertisement

Applications are required by the closing date in the advertisement. We will acknowledge all applications via email after the closing date.

### Short-listing

The selection panel will review all applications after the closing date and will assess each application against the job competencies to ascertain if the applicant's qualifications, knowledge, skills and experience are a close match for the requirements of the position. Personal qualities will be assessed at the interview and through reference checking for those applicants who progress to that stage.

Applicants short-listed for interview will be contacted after the closing date. Applicants who are not short-listed for interview will be advised via email after the closing date.

### Interview

The interview is facilitated by a panel consisting of the position's line manager (or a person of equal or higher level) and a member of the human resources team. For senior management positions, the CEO will take part in the interview.

Some positions may require assessments to be completed after the interview, for example a position in finance will require a finance skills test to be undertaken. The applicant will be advised when they are invited to an interview if assessments are required so they can plan and prepare accordingly. Applicants may also be required to present a folio of their work.

A successful interview progresses the applicant to the background check stage. An unsuccessful interview will end the process and the applicant will be notified by the position's line manager via phone.

## Background checks

Successful applicants will need to undergo reference checks and professional registration or membership check.

### Reference checks

A reference check includes questions relating to the applicant's skills and experience against the job competencies in the position description. We also check previous conduct and behaviour in the workplace.

At the conclusion of the interview, the position's line manager will contact the successful candidate and request permission to contact their referees. Please ensure your referee details are current and that they are aware that they will be contacted.

### Professional Registrations Check

If required, we may undertake a professional registrations and memberships check to ascertain if any refusal or cancellation of a registration has taken place.

## Selection

Applicants who have successfully progressed through each stage will be contacted by the position's line manager and advised that they have been successful. We will make an offer at this stage, followed by a formal letter of offer and an employment contract.

## Induction

The position's line manager will meet the new employee at reception to undertake a thorough induction on the first day. As part of the induction process, the employee will be required to bring in all the completed new starter paperwork.

## Privacy statement

Making an application for a position requires that you consent to the collection, use, storage and destruction of personal information, including details of referees. This information will assist Crisis Support Services in selecting the best applicant for the vacant position.

Under the National Privacy Principles, Crisis Support Services has an obligation to explain how it will use all personal information that it may collect, and how you can access this information. Access to the information can be arranged by contacting the **General Manager, Human Resources & Administration** via post (see contact details below)

At all times during the recruitment and selection process, Crisis Support Services will treat personal data in a highly confidential manner. All documents will be locked in secure storage and available to only members of the selection committee for the purposes of selecting the best person for the job.

In line with clause 4.2 of the National Privacy Principles, at the end of the recruitment process all unsuccessful applicants' documentation will be permanently destroyed. The successful applicant's details will become employment related information and will be placed in a personal file. Crisis Support Services may release this information to third parties such as your superannuation fund, for employment related purposes.

## Contact Details

If you any questions, please direct them to our Human Resources Department.

### Post:

Crisis Support Services  
Attn: Human Resources  
PO Box 2335  
Footscray VIC 3011

**Phone:** (03) 8371 2800

**Fax:** (03) 8371 2888

**Email:** [hr@crisissupport.org.au](mailto:hr@crisissupport.org.au)