

Training & Supervision

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The ultimate effectiveness of any counselling service is dependent upon the quality of its counsellors. The quality of the counsellors depends heavily on the training, support and professional development with which they are involved.

Kids Help Line (KHL) is committed to providing quality training opportunities for its personnel. The Kids Help Line training model ensures that counsellors are exposed to a wide range of learning experiences and have access to quality supervision and support.

Before completing probation as a counsellor with KHL, the probationary counsellor will have undertaken 371 hours of training as detailed below:-

PRE-EMPLOYMENT TRAINING	
1 Information Morning - organisational values, and operational principles of counselling	3 hours
2 Skills Based Training Course	40 hours
PROBATIONARY TRAINING	
3 Induction Training - includes computer data base management and telecommunications equipment use and orientation to KHL	8 hours
4 Children Counselling Issues based learning	50 hours
5 Supervised, monitored telephone counselling hours	250 hours
6 Supervision	20 hours
TOTAL	371 hours
ON GOING TRAINING	
7 Internal compulsory training (as required)	
8 External training - may be subsidised by KHL if approved as contributing to meeting professional development goals.	
9 Ongoing Shift and Clinical Supervision	

Pre-Employment Training

An invitation to the information morning will be made to applicants who have been short-listed. After attendance at the information morning, participants in the Skills Based Training Course will be interviewed and selected by the Director of Counselling Services and a supervisor. Attendance at this course does not constitute a promise of employment.

Probationary Training

Probationary training is provided to participants who successfully complete the Skills Based Training Course and who are offered employment at Kids Help Line. Probationary counsellors will be selected to commence work and training in accordance with the organisation's employment needs. Telephone counselling for probationary counsellors is remunerated at the base rate for Kids Help Line counsellors.

Successful completion of the probationary period is defined by a formal performance appraisal process (see Professional Development Manual 1997). All training components must be satisfactorily completed for a counsellor to pass the probationary period.

Induction Training

The first one or two shifts worked by a probationary counsellor is considered part of the induction process. Supervisors will spend time working with the probationary counsellor to familiarise them with organisational systems, computer data base management, phone systems. Significant time is allowed for the probationary counsellor to practice their skills. A peer mentor is identified to enable a more comfortable transition into the organisation.

Issues Based Probationary Training

All probationary counsellors must complete 50 hours of issue-related training. Training attendance is mandatory.

Counselling Hours

Probationary counsellors must complete 250 hours of monitored and supervised practice. It is preferred that probationary counsellors work a minimum of 16 hours per week and work continuously until the end of their probationary period.

Supervision

Clinical Supervision

Each counsellor is assigned to a clinical supervisor at the commencement of the probationary training period. Each counsellor develops a Counsellor Development Plan (CDP) in conjunction with their supervisor. The counsellor is expected to meet with their supervisor for a minimum of one hour per month during which time professional development goals are reviewed and progressed. At the completion of probation a skills based review of performance is written by the personal supervisor. This includes feedback from shift supervisors and a self assessment component. The documentation generated provides the basis for the probationary review meeting.

Implementation of CDP goals is a shared responsibility between the counsellor and their personal supervisor and shift supervisors. Feedback for counsellors is recorded in the CDP and counsellors are also welcome to record their views in their CDP. Following the probationary review meeting, counsellors' practice is formally reviewed on a twelve monthly basis.

Shift Supervision

Shift supervisors are available for the majority of counselling shifts. Probationary counsellors may only work rostered hours that a supervisor is available (8.00am - midnight seven days a week).

Shift supervision allows access to timely support, advice about responding to difficult calls, feedback about calls, information about organisational procedures and policies and debriefing for calls counsellors find challenging.

The shift supervisor is able to monitor individual counsellor performance via an integrated telecommunications and computer system which allows for the identification of individual training and/or support needs which can then be built in to ongoing individual development plans.

Each counsellor has a Key Shift Supervisor (KSS) allocated for the period of probation. The KSS ensures feedback to probationary counsellors is co-ordinated and provides additional support for people making the transition to KHL.

On-Going Training

All counsellors at KHL are required to continuously improve their skills and knowledge. KHL encourages and supports involvement in on-going training. External facilitators with experience in specific areas are engaged, when appropriate.

Internal Training

A minimum 10 hours per year is required to meet organisational standards. Participation in professional development activities is assessed every six to twelve months as part of the formal performance review.

Internal Training - Compulsory

Compulsory training focussing on specific issues and related to ensuring a consistent, high standard of counselling practice across the whole organisation.

External Training

Counsellors may apply to attend external training. The Director of Counselling Services exercises discretion about approval of requests. Any request needs to be consistent with the counsellor's CDP goals.

Supervisor Development

Supervisors have access to internal and external supervision paid by KHL. Subsidised external training allows supervisors to continuously develop their skills. Internal training for supervisors is organised in response to identified training needs.

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[For more information](#)

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