

Crisis Supporter Workplace Training

Course Dates:
Townsville – April 2017
Course Code: T2017-04-1

Information Sessions & Group Interview are being held on:

Monday 7th Nov 2016 5:30pm – 8:30pm
 Monday 23rd Jan 2017 10am – 1pm **OR** 5:30pm – 8:30pm
 at UnitingCare Community/Lifeline 59-69 Patrick Street, Aitkenvale. Qld 4814
Attendance at 1 session is mandatory – register by email T.CSWT@uccommunity.org.au – indicate you're preferred date.

If offered a place on the course

Compulsory Induction Session – Monday 3rd April 5:30-9pm

Session includes: finalise Blue Card (Working with Children) & Fit2Work (Police Check), Unitingcare Community Induction, WHS procedures.

PHASE 1 - Blended Learning – E-learning & Face to Face

All sessions are compulsory & are held at
UnitingCare Community/Lifeline Training Room, 59-69 Patrick Street, Aitkenvale
Note: dates are subject to change

Session	Time	Date
Session 1 – ASIST Suicide Intervention 2-day workshop	9am - 5pm both days	Fri 21st & Sat 22nd April 2017
From this point forward there is 3-4 hours of mandated e-learning ahead of each Session. Ensure you have time to complete as it important to be able to participate at the face to face session.		
Session 2 - Intro to lifeline & self-awareness	5:30 - 9:30pm	Tue 2 nd May
Session 3 – Practise Model & Micro-skills	5:30 - 9:30pm	Tue 9 th May
Session 4 – Help-seeker Profiles 1	5:30 - 9:30pm	Tue 16 th May
Session 5 – Help-seeker Profile 2	5:30 - 9:30pm	Tue 23 rd May
Observation Shift - (between 10th May 22nd May)	<i>You observe (listen to) an experienced Crisis Supporter on 1 x 4 hour shift.</i>	
Pactice Session - practice session 1 (DVF eLearning)	5:30 – 9pm	Tue 30 th May
Session 6 – Domestic Family Violence & Sexual Assault	5:30 - 9:30pm	Tue 6 th June
Session 7 – Diversity of help-seekers & Self-awareness	5:30 - 9:30pm	Tue 13 th June
Session 8 – Managing Challenging help-seekers behavior & Lifeline System & processes	5:30 - 9:30pm	Tue 20 th June
Session 9 – Assessments practice session 1 & (NSSI e-Learning)	Starting 5:30pm & Various times slots between 27 th June – 11 th July	

Students who successfully complete all above modules (Phase 1) will be invited through to

PHASE 2 – Student Placement

Orientation session	Tuesday 11th July 5:30 - 9pm or Wednesday 12th July 10am - 1:30pm
Student Placement Shifts	You are required to complete 16 hours supervised shifts on the phones, approx. 1 x 4 hr shift per week between 12th July – 9th Aug. Shift times available at the end Phase 1 training.
Group Supervision (Compulsory)	5 th Sep 5:30- 7:30pm

Students who successfully complete Phase 2 will be invited to PHASE 3 – Student Probation

Mental Health 1st Aid	5:30pm – 8:30pm over 4 nights	July dates to be advised
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Course Fees for Townsville

\$600 (-\$150 for Regional Concession*) Fee payable = \$450

(*No additional concessions available)