

Helpline Practitioner

Child Sexual Abuse Prevention – Stop It Now! Australia

About Jesuit Social Services

Jesuit Social Services is a social change organisation working to build a just society where all people can live to their full potential. We do and we influence. We accompany people and communities to foster and regenerate the web of relationships that sustain us all – across people, place and planet; and we work to change policies, practices, ideas and values that perpetuate inequality, prejudice and exclusion.

Our Vision

Building a Just Society

Our Mission

Standing in solidarity with those in need, expressing a faith that promotes justice.

Our Values

- Welcoming – forming strong, faithful relationships
- Discerning – being reflective and strategic in all we do
- Courageous – standing up boldly to effect change

Our Purpose

We work to build a just society where all people can live to their full potential – by partnering with community to support those most in need and working to change policies, practices, ideas and values that perpetuate inequality, prejudice and exclusion.

Position details

POSITION TITLE:	Helpline Practitioner
PROGRAM:	Stop It Now! – Child Sexual Abuse Prevention Team
LOCATION:	Richmond office-based
REPORTING RELATIONSHIPS:	This position reports directly to the Helpline Senior Practitioner, Child Sexual Abuse Prevention Team. This position doesn't have any direct reports
EFFECTIVE DATE:	November 2025

Position Purpose

Use your specialist knowledge to provide evidence-informed psychoeducation, support and advice to individuals contacting Stop It Now! Australia Helpline due to concerns about their own or someone else's sexual thoughts or behaviours towards children.

- Engage with individuals contacting Stop It Now! helpline with an empathetic approach, supporting them to take accountability, reduce risk, and build motivation for positive change to prevent offending.
- Maintain best practice and service quality by engaging in supervision, reflective practice, and professional development, while contributing to a supportive and collaborative team culture dedicated to innovation in offence prevention, and the protection of children.

Program Purpose

Stop It Now!

Stop It Now! is a child sexual abuse prevention program which works with individuals concerned about their own or someone else's sexual thoughts or behaviours towards children. It was first established by a victim-survivor of child sexual abuse in the U.S 30 years ago, and we have been delivering the service here in Australia for over two years. We have recently received federal funding to expand and develop a larger scale Offender Prevention Service based on the Stop It Now! Pilot program. We are currently building an exceptional new team to help lead the national expansion of this prevention service.

The program's key feature is an anonymous phone helpline for people who are worried about their own sexual thoughts and behaviours in relation to children, as well as professionals and family members who are concerned about the behaviour of others. The service also includes a website with advice, self-help materials and guidance to raise awareness around child sexual abuse. Stop It Now! is dedicated to preventing the sexual abuse and exploitation of children and seeks to achieve this by engaging with adults who may go on to harm children, and other protective adults. While the service can be accessed anonymously, all mandatory reporting guidelines are complied with.

The Stop It Now! service sits within the Child Sexual Abuse Prevention team and is part of The Men's Project at Jesuit Social Services.

The Men's Project

The Men's Project is an initiative of Jesuit Social Services launched in 2017. It provides leadership on the reduction of violence and other harmful behaviours prevalent among boys and men and builds approaches to improve their wellbeing and keep families and communities safe.

Our vision is for good men, respectful relationships and safe communities.

We will achieve this by:

- research to understand the behaviours and underlying attitudes of men and boys including related to violence, child sexual abuse and the well-being of men and boys themselves.
- promoting positive change around gender norms related to what it means to be a man in the 21st century as well as building skills to intervene to prevent violence; and
- developing innovative ways to stop cycles of violence and harmful behaviour among boys and men.

Current priorities for The Men's Project include:

- drawing on our Man Box research and child sexual abuse prevalence study, building a greater understanding of perpetration including opportunities for prevention and early intervention;
- supporting people who work with men and boys every day (e.g. teachers, sports coaches, social workers) to prevent violence and improve the well-being of men and boys;
- developing new early intervention approaches with adolescents at-risk of using violence;
- strengthening early intervention responses for adults and young people to prevent child sexual abuse; and
- drawing on our grounded practice experience, advocating for systemic changes that seek to prevent violence and child sexual abuse.

The Men's Project builds on Jesuit Social Services' over 45 year engagement with boys and men in trouble, but it also involves us leading new work to reduce violence, to improve the wellbeing of boys and men, and to keep families and communities safe.

Duties of the position

- Provide specialist support, psychoeducation and advice to individuals who contact the Stop It Now! Helpline concerned about their own or someone else's sexual thoughts and/or behaviours towards children.
- Identify, assess, and respond to risk factors associated with child sexual abuse or exploitation, including immediate safety concerns.
- Use motivational interviewing and behaviour-change approaches to support individuals in understanding their behaviour, building motivation for change, and identifying protective strategies to reduce risk.
- To work collaboratively within a team and assist with peer group supervision, reflective practice and knowledge development and with other Jesuit Social Services programs and staff as required.
- Create and maintain accurate and professional case notes in line with organisational standards, anonymity requirements, and mandatory reporting obligations.
- Participate in regular supervision, debriefing, and professional development to support wellbeing, maintain best practice, and ensure service quality.

Key Selection Criteria

1. Commitment to and demonstrated practice experience:
 - with people who are concerned about their sexual thoughts towards children or have perpetrated child sexual abuse.
AND/OR
 - with children who are at risk of experiencing child sexual abuse and their families
AND/OR
 - supporting other professionals and non-offending family members respond to concerns related to child sexual abuse.
AND/OR
 - working on a helpline managing difficult and challenging topics
AND/OR

- other relevant fields (e.g., family violence).
- 2. Knowledge of practice frameworks and approaches for working with serious offenders, child protection issues and/or men's behaviour change, including a commitment to a compassionate and empathetic approach when working with a diverse range of service users and staff. Knowledge and understanding of relevant legislation and regulatory frameworks is desirable.
- 3. Strong commitment to child protection and the prevention of sexual abuse, with motivation and a willingness to continually build knowledge and skills in safeguarding and behaviour change practice.
- 4. A team player who works collaboratively with colleagues, contributes to reflective practice, and supports the shared goal of preventing child sexual abuse.
- 5. Ability to use modern technologies for helpline service delivery including strong attention to detail and ability to maintain accurate, confidential case note records in line with agreed policies and procedures.
- 6. Experience working with priority groups as defined by the National Strategy to Prevent and Respond to Child Sexual Abuse 2021-2030 (victims and survivors of child sexual abuse and their advocates, children and young people and their support networks, First Nations peoples, culturally and linguistically diverse (CALD) communities, people with disability, LGBTQIA+ people, people living in regional and remote communities).

Key Performance Indicators

- Demonstrates delivery of empathetic and non-judgmental support to all individuals contacting the Stop It Now! helpline, while also maintaining clear boundaries and accountability for harmful behaviours. Also, demonstrating high-quality, evidence-informed psychoeducation and advice.
- Support individuals to recognise risks relating to offending behaviour and/ or child protection, take accountability, and engage in behaviour change. Ensuring an efficient response to any immediate safety concerns in line with policy and procedure.
- Maintains effective and comprehensive recordings of call summaries and maintains accurate records, documentation, and reports in line with organisational standards, ensuring compliance, accountability, and contribution to service improvement
- Participates consistently in supervision, debriefing, and professional learning, demonstrating application of feedback and commitment to wellbeing and continuous improvement.

Key responsibilities of Jesuit Social Services Employees

Service delivery/ Practice Framework (program delivery roles)

- Engage and build positive and constructive relationships with internal and external stakeholders and program participants
- Deliver services consistent with program guidelines, relevant legislation and funding agreements
- Communicate clearly with others
- Manage competing priorities in a high-volume work environment
- Fulfil the reporting and administrative requirements associated with the position
- Other duties as required.

Team work and supervision (program delivery)

- Work effectively as part of a team, contributing to group outputs and reflective practice
- Actively participate in regular supervision with the line manager, staff meetings and professional development opportunities.

Continuous Improvement and Professional Standards

- Demonstrate a commitment to own learning and development
- Commitment to risk management and continuous quality improvement processes
- Compliance with relevant legislation, Code of Conduct, policies and procedures of Jesuit Social Services

Diversity, inclusion and culture

- Demonstrate respect and acceptance of diversity at all times and provide culturally appropriate support to all including Aboriginal and Torres Strait Islander peoples and those who identify as LGBTQIA+
- Interact with staff, participants and other stakeholders in a manner that is inclusive, respectful and non-discriminatory

Mandatory Position Requirements

- Current National and International (where required) Police Check
- Current Employee Working with Children Check
- Proof of eligibility to work in Australia

Safeguarding Children and Young People

Jesuit Social Services takes child protection seriously, we undertake a range of checks and processes to ensure safeguarding of children, and you are required to meet the behavior standard outlined in our Code of Conduct.

Conditions of Employment

Conditions of employment are in accordance with the current Jesuit Social Services Collective Agreement and Jesuit Social Services Policy & Procedures, including the Code of Conduct.

Employee Acknowledgement

I, _____ (please print name) acknowledge that I have read and understood the contents of this position description.

Employee Signature:

Date: _____

POSITION DESCRIPTION



Position Description Approved by:
General Manager Stop It Now!

Position Description Review Date:
2 years from effective date