Australian Government
Department of Health and Aged Care

CASE STUDY
EXPLORING CAREER PATHS IN MENTAL HEALTH

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ROLE: Telephone crisis supporter
PLACE OF WORK: LifelineHealth

What pathway did you take to become a telephone crisis supporter?

I completed my Crisis Support Worker Training at Lifeline to gain the skills required for the role. I am also a qualified applied behaviour analysis (ABA) therapist, after undertaking a training course in ABA Therapy and I am currently studying a Bachelor of Psychology.

What do you enjoy most about working in mental health?

I was drawn to a career in mental health because it really does make a difference. In my role, I have the chance to help people transform from states of heightened emotional distress to a state of peace and calmness every day. There is nothing more fulfilling than that.

What does your role as a telephone crisis supporter involve?

My role as a telephone crisis support worker involves providing immediate emotional support, guidance and assistance to individuals experiencing a crisis or emotional distress. This includes people who may be dealing with a vast range of crises including suicidal thoughts, self-harm, relationship issues, mental ill-health, anxiety and grief, among others.

Our goal is to ensure callers feel safe and able to cope with whatever adversity they are facing.

What would you say to someone considering a career in mental health?

I would highly recommend pursuing psychology as a career path as it is so rewarding. Every day you learn how to show empathy and kindness, not just to others but to yourself. You learn about why people behave in the way they do and help them to work through their mental ill-health.

My advice is to get some work experience through volunteering for services like Lifeline. It is important to be able to engage with people and see the struggles they face.

Are you ready to make a difference? Take the next step and visit **health.gov.au/mental-health-careers** or scan the QR code to learn more about pursuing a career in mental health today!

Careers in **MENTAL HEALTH**
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