



Queensland Program of Assistance to Survivors of Torture and Trauma

Position Description – Counsellor/Community Engagement - (Cairns) July 2018

Previous applicants need not apply but will be considered as part of the shortlisting process

Job Title	Counsellor/Community Engagement– Cairns
Level	Level 5 (\$76,826.88 - \$80,759.12) with salary sacrifice available. It is possible that this position could be filled as an Advanced Practitioner attracting an additional loading depending on skills and experience.
Award	Social, Community, Home Care and Disability Services industry Award 2010
Hours	Full time – 4 days may be negotiable
Location	Cairns Please note this is a solo regional position and the successful candidate needs to be comfortable working independently. Regular travel to Brisbane will be required.
Team	Regional Services Team
Cost Centre	PASTT
Reporting to	Team Coordinator – Regional Services Team This position will be co-located with CentaCare Cairns but will report to QPASTT.
Main Purpose of Position	To improve the settlement, mental health and wellbeing outcomes for refugee survivors of torture and trauma through the provision of counseling, advocacy and capacity building activities.
Key Effectiveness Areas	<ul style="list-style-type: none"> • To work with local refugee communities and individuals to identify needs and plan activities and therapeutic responses to meet this need; • To develop, plan and co-facilitate responses (eg therapeutic groups, psycho-social education) as identified by communities – this may include individual, family or community responses; • Work with people from refugee backgrounds, their families and communities to strengthen their capacity by: <ul style="list-style-type: none"> ➢ Conducting comprehensive psycho-social assessments using a cross-cultural systemic approach for refugee survivors of torture and trauma. ➢ Providing ongoing counselling, support and referral for refugee survivors of torture and trauma ➢ Undertake community interventions as appropriate; ➢ Where necessary, implement safety plans ➢ Make referrals to relevant support services. ➢ Undertake group work and activities that enhance social support ➢ Undertake advocacy on behalf of clients and their families with a range of government, legal, health and community and social services that are regarded as essential to the support and well-being of survivors of torture and trauma • Provide education and training about trauma and refugee issues to mainstream health, education and community services. • Maintain client’s files, records of service users of the agency, statistics and evaluation data in both paper and on-line systems. • Community engagement and participation in community activities as appropriate
Number of Direct Reports	Nil
Key Relationships	<u>Internal</u> Team Co-ordinator Regional Team members QPASTT Management and Staff Other QPASTT Staff <u>External</u> Refugee communities, families and individuals Other services including settlement services and networks Co-located agency and staff.
Key Selection Criteria	<u>Essential</u> <ol style="list-style-type: none"> 1. <u>Tertiary qualifications</u> in a counselling discipline eg: social work, psychology or related degree (this must be at Bachelor degree level or higher). 2. Well-developed understanding of working with people who have



Queensland Program of Assistance to Survivors of Torture and Trauma

	<p>suffered trauma and knowledge relative to the field.</p> <ol style="list-style-type: none"> 3. Demonstrated experience in undertaking psychosocial assessments and counselling interventions using a systemic approach 4. Demonstrated experience and sensitivity in working with people from refugee backgrounds and/or from culturally and linguistically diverse backgrounds, including an understanding of working with interpreters. 5. High level of communication skills and interpersonal skills, including written and oral skills, consultation, negotiation, advocacy, presentation and liaison skills. 6. Demonstrated experience in undertaking group work. 7. Demonstrated experience in working as part of a diverse team and to work independently in a regional office. 8. Ability to build relationships with community members in order to co-design culturally appropriate interventions and support engagement in the service. <p><u>Program Specific</u></p> <ol style="list-style-type: none"> 1. Demonstrated experience in providing training and other capacity building activities to service providers 2. Capacity to develop networks to improve service provision 3. Capacity to work with refugee communities to enable engagement and access to services; 4. Demonstrated experience in working under limited direction; to plan and implement appropriate services including the building of effective stakeholder relationships. 5. Ability to work alone with remote support from head office. <p><u>Desirable</u></p> <ol style="list-style-type: none"> 1. Experience in working with children, young people and their families. <p><u>Position Requirements</u></p> <ol style="list-style-type: none"> 1. Possession of a Blue Card or ability to acquire one 2. Ability to Travel 3. Current Queensland Drivers Licence 4. Some weekend or evening work may be required depending on community needs. 5. Outreach work will be required. <p>In addition to the duties listed above all QPASTT staff are expected to:</p> <ul style="list-style-type: none"> • Respect and abide by the vision, mission and values of the organisation. • Ensure that their conduct is consistent with provisions of the QPASTT Code of Conduct. • Comply with the provisions of relevant QPASTT policies and procedures. • Comply with the provisions of QPASTT's Workplace Health and Safety Framework including policies, procedures and safe work systems that relate to their role and QPASTT as a whole. • Carry out general administrative functions related to their role and to the effective and efficient functioning of QPASTT as a whole. This includes the use of computer-based information and data systems. • Be flexible and able to adapt to the changing environment in which QPASTT operates. • Contribute to the quality practice of the organisation; and • Undertake other relevant duties as required.
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QPASTT Values	Key Behaviours
<p>Survivors of torture and trauma come first</p>	<p style="text-align: center;">Client focused Orientation</p> <ul style="list-style-type: none"> • Provide a high standard of service and support to our clients and their families that is culturally relevant • Use appropriate communication to accurately determine the needs of our clients • Maintain positive and professional relationships • Ask clients to actively participate in all aspects of service delivery • Respect the human rights of the client, their family and the community



Queensland Program of Assistance to Survivors of Torture and Trauma

<p>We value our people and encourage teamwork through mutual respect and trust</p>	<p style="text-align: center;">Teamwork</p> <ul style="list-style-type: none"> • Contribute opinions, encourage others to contribute their opinions and build on them • Involve others to achieve outcomes • Engage in collaborative practice with colleagues • Work to achieve common goals • Accept responsibility for achieving shared goals <p style="text-align: center;">Establish mutual respect and trust</p> <ul style="list-style-type: none"> • Communicate genuinely around topics of mutual interest • Build trust through managing and delivering on expectations • Communicate to others that they are valued & important • Seek to build rapport with people
<p>We insist on openness and accountability</p>	<p style="text-align: center;">Communication</p> <ul style="list-style-type: none"> • Exchange ideas by using suitable language • Demonstrate a clear, concise, open manner appropriate for the audience • Listen when others are communicating • Demonstrate approachable and open body language <p style="text-align: center;">Accountable</p> <ul style="list-style-type: none"> • Provide regular information to the community and other stakeholders outlining our work • Ensure that our service can be accessed by all survivors and that equitable service is received • We will consult regularly with survivors, their families and the community about what needs changing in our service
<p>We adhere to the strongest ethical standards in both practice and research</p>	<p style="text-align: center;">Ethics</p> <ul style="list-style-type: none"> • Adopt an ethics based approach to all aspects of our work • Ensure the highest standards are achieved in relation to privacy of information and confidentiality • Respect the right of client to disclose whatever level of information they feel comfortable with and how the information is to be used
<p>Our work is supported by reflective practice and innovation to achieve quality client outcomes</p>	<p style="text-align: center;">Outcomes</p> <ul style="list-style-type: none"> • Focus on delivery of appropriate outcomes for clients <p style="text-align: center;">Innovation</p> <ul style="list-style-type: none"> • Embrace and contribute to new approaches dealing with work and service delivery problems or innovations <p style="text-align: center;">Reflective Practice</p> <ul style="list-style-type: none"> • We regularly review our practice and make changes with a view to providing a quality service.