



Queensland Program of Assistance to Survivors of Torture and Trauma

Position Description Counsellor/Clinician – Child and Youth July 2018

Job Title	Counsellor - Children and Youth
Level	Level 5 (\$79,521 - \$83,594.68) with salary sacrifice available
Award	Social, Community, Home Care and Disability Services Industry Award 2010
Hours	Full time (4 days may be negotiable).
Location	This position will be based in QPASTT's Woolloongabba Office but must be prepared to undertake outreach work within the greater Brisbane/Ipswich/Logan area.
Team	Children and Youth Team
Cost Centre	PASTT
Reporting to	Coordinator, Children and Youth Team
Main Purpose of Position	Provision of assessment, counselling, advocacy and group work services for children and young people from refugee backgrounds in particular young people at risk of self-harm or suicide
Key Effectiveness Areas	<p>This position will be responsible for providing counselling, assessment and support services to children (4 to 12 yrs) and young people (12 to 24 yrs). Counselling may take place at QPASTT, in schools, QPASTT outreach offices or in the family home. Some therapeutic group work is included in the role.</p> <p>Key effectiveness areas include:</p> <ul style="list-style-type: none"> • Working directly with children, young people and their families from refugee backgrounds to strengthen their capacity by: <ul style="list-style-type: none"> ➢ conducting comprehensive psycho-social assessments with children and young people using a cross-cultural systemic approach for refugee survivors of torture and trauma. ➢ providing ongoing counselling, support and referral to survivors of torture and trauma (including intergenerational trauma) for children (4-12 years) and young people (aged 12 – 24 years) and their families. ➢ develop and implement safety plans in collaboration with the client/family. ➢ make referrals to relevant support services. ➢ plan and implement group programs. ➢ advocate on behalf of individual 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. • Assist in the delivery of a range of activities such as school-based groups and holiday activities that enhance the social support available to the clients. • 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 • Working collaboratively within a diverse team to achieve positive client and community outcomes.
Number of Direct Reports	Nil
Key Relationships	<p><u>Internal</u> Coordinator, Children and Youth Team Children and Youth Team members QPASTT staff and management</p> <p><u>External</u> People from refugee communities – individual clients, their families and communities; Support Services; Health and Community services; Schools and Educational services</p>
Key Selection Criteria	<p><u>Essential</u></p> <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 children and young people who have suffered trauma and knowledge relative to the field. 3. Demonstrated experience (preferably 3 + years) in undertaking psychosocial assessments and counselling interventions including the use of a family



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	<p>systems approach when appropriate;</p> <ol style="list-style-type: none"> 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. Well-developed understanding of working with young people at risk of suicide or self-harm; 6. High level of communication skills and interpersonal skills, including written and oral skills, consultation, negotiation, advocacy, presentation and liaison skills. 7. Demonstrated experience in advocating on behalf of client groups with a range of government departments and community agencies. 8. Demonstrated experience in working as a member of a diverse team. <p><u>Position Requirements</u></p> <ol style="list-style-type: none"> 9. Possession of a Blue Card or ability to acquire one 10. Ability to Travel 11. Current Queensland Drivers Licence <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. • Undertake other relevant duties as required.
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QPASTT Values	Key Behaviours
Survivors of torture and trauma come first	<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
We value our people and encourage teamwork through mutual respect and trust	<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
We insist on openness and accountability	<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



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	<p>stakeholders outlining our work</p> <ul style="list-style-type: none"> • 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.