



## Queensland Program of Assistance to Survivors of Torture and Trauma

### Position Description – Counsellor/Clinician - (Toowoomba) July 2018

Please note this position is being re-advertised – previous applicants need not apply and will be considered as part of the shortlisting process

<b>Job Title</b>	Counsellor – Toowoomba and Gatton
<b>Level</b>	Level 5 (\$79,521 - \$83,594.68) with salary sacrifice available
<b>Award</b>	Social, Community, Home Care and Disability Services industry Award 2010
<b>Hours</b>	Full time
<b>Location</b>	Toowoomba  Travel to Gatton and Brisbane will be required. Travel to Brisbane/Logan at least fortnightly for staff meetings and clinical supervision. A car shared between Toowoomba based workers is provided for this purpose.
<b>Team</b>	Regional Services Team
<b>Cost Centre</b>	Mixed
<b>Reporting to</b>	Team Coordinator – Regional Services Team
<b>Main Purpose of Position</b>	To improve the settlement, mental health and wellbeing outcomes for refugee survivors of torture and trauma through the provision of counselling, advocacy and capacity building activities.
<b>Key Effectiveness Areas</b>	<ul style="list-style-type: none"> <li>• Work with people across the lifespan from refugee backgrounds, their families and communities to strengthen their capacity by: <ul style="list-style-type: none"> <li>➢ Conducting comprehensive psycho-social assessments using a cross-cultural systemic approach for refugee survivors of torture and trauma, in particular men.</li> <li>➢ Providing ongoing counselling, support and referral for refugee survivors of torture and trauma</li> <li>➢ Where necessary, implement safety plans in collaboration with the client/family.</li> <li>➢ Make appropriate referrals to relevant support services.</li> <li>➢ Undertake group work and activities that enhance social support including men’s support groups</li> <li>➢ Undertake advocacy 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</li> </ul> </li> <li>• Provide education and training about trauma and refugee issues to mainstream health, education and community services.</li> <li>• Maintain client’s files, records of service users of the agency, statistics and evaluation data in both paper and on-line systems.</li> <li>• Community engagement and participation in community activities as appropriate.</li> <li>• Working collaboratively within a team to achieve positive client and community outcomes.</li> </ul>
<b>Number of Direct Reports</b>	Nil
<b>Key Relationships</b>	<u>Internal</u> Team Co-ordinator Regional Team members including other Toowoomba staff QPASTT Management and Staff Other QPASTT Staff  <u>External</u> Refugee communities, families and individuals Other services including settlement services and networks
<b>Key Selection Criteria</b>	<u>Essential</u> <ol style="list-style-type: none"> <li>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).</li> <li>2. Well-developed understanding of working with people who have suffered trauma and knowledge relative to the field.</li> <li>3. Demonstrated experience in undertaking psychosocial assessments and counselling interventions using a systemic approach</li> <li>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.</li> </ol>



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	<ol style="list-style-type: none"> <li>5. High level of communication skills and interpersonal skills, including written and oral skills, consultation, negotiation, advocacy, presentation and liaison skills.</li> <li>6. Demonstrated experience in undertaking group work.</li> <li>7. Demonstrated experience in working as part of a diverse team</li> <li>8. Ability to work independently in a regional office.</li> </ol> <p><u>Program Specific</u></p> <ol style="list-style-type: none"> <li>1. Demonstrated experience in providing training and other capacity building activities to service providers</li> <li>2. Capacity to develop networks to improve service provision</li> <li>3. Capacity to work with refugee communities to enable engagement and access to services;</li> <li>4. Demonstrated experience in working under limited direction; to plan and implement appropriate services.</li> </ol> <p><u>Desirable</u></p> <ol style="list-style-type: none"> <li>1. Experience in working with men.</li> <li>2. At least 2 years of previous therapeutic/counselling experience</li> </ol> <p><u>Position Requirements</u></p> <ol style="list-style-type: none"> <li>1. Possession of a Blue Card or ability to acquire one</li> <li>2. Ability to Travel</li> <li>3. Current Queensland Drivers Licence</li> <li>4. Some out of hours' work may be required.</li> <li>5. Outreach work will be required.</li> </ol> <p>In addition to the duties listed above all QPASTT staff are expected to:</p> <ul style="list-style-type: none"> <li>• Respect and abide by the vision, mission and values of the organisation.</li> <li>• Ensure that their conduct is consistent with provisions of the QPASTT Code of Conduct.</li> <li>• Comply with the provisions of relevant QPASTT policies and procedures.</li> <li>• 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.</li> <li>• 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.</li> <li>• Be flexible and able to adapt to the changing environment in which QPASTT operates.</li> <li>• Contribute to the quality practice of the organisation; and</li> <li>• Undertake other relevant duties as required.</li> </ul>
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QPASTT Values	Key Behaviours
<p><b>Survivors of torture and trauma come first</b></p>	<p style="text-align: center;"><b>Client focused Orientation</b></p> <ul style="list-style-type: none"> <li>• Provide a high standard of service and support to our clients and their families that is culturally relevant</li> <li>• Use appropriate communication to accurately determine the needs of our clients</li> <li>• Maintain positive and professional relationships</li> <li>• Ask clients to actively participate in all aspects of service delivery</li> <li>• Respect the human rights of the client, their family and the community</li> </ul>
<p><b>We value our people and encourage teamwork through mutual respect and trust</b></p>	<p style="text-align: center;"><b>Teamwork</b></p> <ul style="list-style-type: none"> <li>• Contribute opinions, encourage others to contribute their opinions and build on them</li> <li>• Involve others to achieve outcomes</li> <li>• Engage in collaborative practice with colleagues</li> <li>• Work to achieve common goals</li> <li>• Accept responsibility for achieving shared goals</li> </ul> <p style="text-align: center;"><b>Establish mutual respect and trust</b></p> <ul style="list-style-type: none"> <li>• Communicate genuinely around topics of mutual interest</li> <li>• Build trust through managing and delivering on expectations</li> <li>• Communicate to others that they are valued &amp; important</li> </ul>



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	<ul style="list-style-type: none"> <li>• Seek to build rapport with people</li> </ul>
<p><b>We insist on openness and accountability</b></p>	<p style="text-align: center;"><b>Communication</b></p> <ul style="list-style-type: none"> <li>• Exchange ideas by using suitable language</li> <li>• Demonstrate a clear, concise, open manner appropriate for the audience</li> <li>• Listen when others are communicating</li> <li>• Demonstrate approachable and open body language</li> </ul> <p style="text-align: center;"><b>Accountable</b></p> <ul style="list-style-type: none"> <li>• Provide regular information to the community and other stakeholders outlining our work</li> <li>• Ensure that our service can be accessed by all survivors and that equitable service is received</li> <li>• We will consult regularly with survivors, their families and the community about what needs changing in our service</li> </ul>
<p><b>We adhere to the strongest ethical standards in both practice and research</b></p>	<p style="text-align: center;"><b>Ethics</b></p> <ul style="list-style-type: none"> <li>• Adopt an ethics based approach to all aspects of our work</li> <li>• Ensure the highest standards are achieved in relation to privacy of information and confidentiality</li> <li>• Respect the right of client to disclose whatever level of information they feel comfortable with and how the information is to be used</li> </ul>
<p><b>Our work is supported by reflective practice and innovation to achieve quality client outcomes</b></p>	<p style="text-align: center;"><b>Outcomes</b></p> <ul style="list-style-type: none"> <li>• Focus on delivery of appropriate outcomes for clients</li> </ul> <p style="text-align: center;"><b>Innovation</b></p> <ul style="list-style-type: none"> <li>• Embrace and contribute to new approaches dealing with work and service delivery problems or innovations</li> </ul> <p style="text-align: center;"><b>Reflective Practice</b></p> <ul style="list-style-type: none"> <li>• We regularly review our practice and make changes with a view to providing a quality service.</li> </ul>