



POSITION DESCRIPTION

Position: Intensive Family Support Counsellor / Advocate

ROLE OVERVIEW		
Organisation	STTARS	
Date	17 January 2020	
SCHADS Classification	SCHADS Level 5	
FTE	0.6 FTE (3 days per week) Backfill position to 30 December 2022 or 30 June 2023 by negotiation	
ORGANISATIONAL RELATIONSHIPS		
Position reports to	Client Services Team Leader	
Key peer Relationships	Counsellors, Case workers, Intake Coordinator, Senior Practitioners	
Key (Internal / External) Relationships	Clients & their communities, Team Leaders, Intake Coordinator, Administration staff, Interpreters, Schools, Health Services, Migrant and Refugee Services, Community Centers, Local Councils, other relevant Service Providers	
ROLES & RESPONSIBILITIES		
Primary position objective	Under general direction, deliver specialised torture and trauma counselling and advocacy that is human rights based, trauma-informed, strengths-based and recovery oriented. This position works with families and children who are in the process of transitioning from war, conflict and violence into settlement and safety.	
AREAS OF INFLUENCE	KEY RESPONSIBILITIES	DEMONSTRATED BY
Counselling	<p>Responsible for conducting specialized assessments to develop counselling plans which identify the most appropriate strategies for meeting the needs of families.</p> <p>Deliver services that ensure the individual needs of the children and young people, in the contexts of their families, are actively involved in assessment, service provision, and evaluation.</p> <p>Consistently utilising counselling models that are trauma informed, strengths based and recovery oriented in accordance with the STTARS Clinical Practice Framework.</p>	<p>All clients have assessments conducted that identify the most appropriate strategies for meeting individual and family needs.</p> <p>Children and Young People closely involved in planning and evaluation of the counselling.</p> <p>Counselling conducted in accordance with STTARS Framework.</p>



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	<p>Responsible for assessing and recommending appropriate treatment to clients.</p> <p>Responsible for the preparation and completion of all documentation relevant to client assessment and counselling</p>	<p>Counselling targets met as per counselling work plan (i.e. currently 15 sessions per week for a Full Time Equivalent counsellor).</p>
Advocacy	<p>Where appropriate, advocate for children, young people and their families for the purpose of establishing sound connections with appropriate services.</p> <p>Identify services that will assist in meeting clients current and longer term transitional needs.</p>	<p>Advocacy results in establishing key connections for families, resulting in smooth and appropriate transition strategies.</p>
Record Keeping	<p>Responsible for the preparation and maintenance of client notes and files, ensuring all information is accurate and recorded to required standards.</p> <p>Responsible for the preparation of reports required for the identification and review of client needs.</p>	<p>Files are accurate and up to date at all times.</p> <p>Client records and notes comply with required standards</p> <p>Reports prepared accurately reflect client progress and professional standards.</p>
Professional Conduct	<p>Responsible for working at, and maintaining, a high standard of professional and ethical practice.</p>	<p>Consistently adheres to STTARS Staff Code of Conduct.</p>
Accountability	<p>Accuracy and timeliness of record keeping for data collection and invoicing</p> <p>Responsible for complying with appropriate regulatory requirements, organisational policies, procedures and guidelines including mandatory notification, privacy and confidentiality.</p> <p>Responsible for complying with National Mental Health Standards and other relevant quality frameworks.</p>	<p>Efficient and effective time management to maximize client outcomes</p> <p>Consistently meets all requirements as per their individual work plan.</p>
Education and Training	<p>Participate, as directed, in the delivery of community education, training and</p>	<p>Readily participates and consistently adds value.</p>



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	consultancy on the effects of torture and trauma on adults, children and young people.	
Agency Development	<p>Assist in the planning and evaluation of service delivery.</p> <p>Attend supervision, training and meetings as required.</p> <p>Build effective relationships with local service providers, and other relevant agencies, in order to maximize client access to services.</p>	Evidence of new or enhanced relationships that provide ongoing benefits to clients.
SELECTION CRITERIA		
Qualifications & other requirements	<ul style="list-style-type: none"> • Relevant tertiary qualifications in social work, psychology, counselling or related health or social science discipline. (Essential) • Current driver's license (Essential) <p>Flexible to work from various work locations as required (Essential)</p>	
Experience & Knowledge		
<ul style="list-style-type: none"> • Proven experience in undertaking comprehensive psycho-social assessments to establish appropriate therapeutic goals with clients. (Essential) • Proven experience in the counselling of adults, children and young people, including recognising and responding to the effects of trauma and the specific impact on family relationships. (Essential) • Proven ability to establish and maintain productive relationships with relevant service providers for the purpose of enhancing therapeutic counselling goals. (Essential) • Knowledge of counselling models that are trauma informed, strength based and recovery oriented. (Essential) • Experience in understanding and adapting counselling practice to cultural sensitivities. (Essential) • Experience in responding to social issues within a counselling capacity, such as domestic violence, child protection, homelessness and substance abuse. (Preferable) • Experience in working with interpreters. (Preferable) • Knowledge of significant psychological, social and cultural issues confronting asylum seekers and refugees and the impact of such factors on the function of individuals, family and communities. (Preferable) 		
Skills and Abilities	<ul style="list-style-type: none"> • Good level of computer literacy and ability to use computer based client management system. • High level of time management and coordination skills. • Strong interpersonal, oral and written communication skills. • High standard of report writing skills. • Proven ability to work collaboratively and successfully within a team environment. • Ability to establish and maintain productive relationships with people at all levels, from various cultural backgrounds. • Ability to work autonomously in achieving outcomes. 	



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	<ul style="list-style-type: none">• Ability to maintain consistent resilience while under varied levels of pressure and challenge.
Special Conditions	Appointment to this role is subject to you having a current DCSI Child Related Employment Clearance. Some inter/ intra state travel may be required
COMPETENCIES	
<p>STTARS will expect all employees to meet the following common standards of behavior, as outlined in the STTARS Staff Code of Conduct, in addition to accountabilities and outcomes which include but are not limited to:</p> <ul style="list-style-type: none">▪ Maintaining excellent relationships with and delivering prompt, accurate and efficient service to both internal and external customers by maintaining integrity and encouraging trust.▪ Staying up to date with and ensuring compliance with all Organisational policies and procedures by regularly updating your knowledge of the same.▪ Managing your own performance and the performance of any employees who report to you in a positive, constructive and proactive manner.▪ Maintaining and growing your experience of your area of expertise by seeking opportunities to do so both within and outside of the organisation.▪ No employee is to harass, victimise, discriminate against, vilify or bully any other employee or anyone else that you interact with in the course of your employment.	
<p>This position description provides a general guide as to the major accountabilities of this role. It should not be taken as a definitive list of duties that may be reasonably expected of the incumbent and may vary from time to time.</p>	
<p>Position Description Approved by: Robyn Smythe</p> <p>Position Title: Director</p> <p>Signature: _____ Date: 5/5/2022</p>	