



# POSITION DESCRIPTION

**Position: Pain Educator**

<b>ROLE OVERVIEW</b>		
<b>Organisation</b>	Survivors of Torture and Trauma Assistance and Rehabilitation Services (STTARS)	
<b>Date</b>	August 2023	
<b>SCHADS classification</b>	Level 5, Social, Community, Home Care and Disability Services Industry Award	
<b>FTE</b>	Part-time (up to 0.6 FTE)	
<b>ORGANISATIONAL RELATIONSHIPS</b>		
<b>Position reports to</b>	Communities, Allied Health and Therapeutic Groups Team Leader	
<b>ROLES &amp; RESPONSIBILITIES</b>		
<b>Primary position objective</b>	<p>Optimal physical health is an important resource for people of refugee background, assisting them to deal with the practical and emotional demands of settling in a new country. Chronic pain, a common consequence of torture and war-related injury, affects the ability to perform day-to-day tasks.</p> <p>The primary objective of the Pain Educator is to facilitate therapeutic groups and individual consultations to support participants to explore understanding and beliefs associated with persistent pain and develop strategies to manage their pain so they can more fully participate in life.</p>	
<b>RESPONSIBILITIES</b>	<b>MAJOR DELIVERABLES</b>	<b>ACHIEVEMENT DEMONSTRATED BY:</b>
<b>Community Consultations and co design sessions</b>	<ul style="list-style-type: none"> <li>Establish and maintain relationships with refugee communities through community meetings, discussions with bicultural workers and focus group with different age groups and genders.</li> <li>Conduct community consultations and co-design sessions (both in a group setting and informally with individuals) with selected communities to inform program design.</li> </ul>	<ul style="list-style-type: none"> <li>Collate a report of identified community specific chronic pain issues/needs and possible solutions.</li> <li>Collate a program plan based on the needs identified.</li> </ul>
<b>Assessment and intake for group programs</b>	<ul style="list-style-type: none"> <li>Meet with prospective pain group participants to provide information about the program and assess suitability.</li> <li>Complete an intake form, pre-program interview/assessment and medical screening for each participant prior to them commencing with the group to:               <ul style="list-style-type: none"> <li>- ensure each participant meets the eligibility criteria</li> </ul> </li> </ul>	<ul style="list-style-type: none"> <li>Prospective clients receive a warm welcome, clear information about the program, their rights and choices available to them.</li> <li>Safety issues are assessed and acted upon promptly.</li> <li>Program is tailored as per the need of the community.</li> <li>Clients are linked to appropriate supports in a timely manner.</li> </ul>



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	<ul style="list-style-type: none"> <li>- to identify any physical issues that may impact participation, and learning needs relating to the management of their persistent pain</li> <li>- identify their health care needs</li> <li>- support onward referral to healthcare services, where required.</li> </ul>	
<p><b>Group Facilitation</b></p>	<ul style="list-style-type: none"> <li>• Develop and facilitate group programs tailored for the needs of specific cultural and language groups, which include pain education sessions and appropriate exercise including hydrotherapy to assist participants to better understand and manage persistent pain.</li> <li>• Topics include:             <ul style="list-style-type: none"> <li>- Understanding the mechanisms of acute &amp; chronic pain</li> <li>- Target concepts – Explain Pain</li> <li>- Exploring the meanings attributed to pain in different cultures</li> <li>- Neuroscience of pain</li> <li>- Lifestyle factors contributing to pain</li> <li>- Impact of sleep ,food, inactivity and stress on pain and inflammation</li> <li>- How pain responds to thoughts and feelings – reducing stress and improving wellbeing</li> <li>- Healthy lifestyle factors to reduce pain</li> <li>- Gentle movements / physical activity to manage pain</li> <li>- The role and limitation of medication in managing pain</li> <li>- How to access primary health care professionals and services to support pain management</li> </ul> </li> <li>• Develop resources and information materials that meet the needs of group participants.</li> <li>• Invite guest speakers to group sessions, as relevant.</li> <li>• Continually evaluate group sessions for effectiveness, quality and modify plans accordingly.</li> </ul>	<ul style="list-style-type: none"> <li>• Clients receive high quality allied health/ therapeutic services through groups that are culturally sensitive, appropriate and tailored to their needs.</li> <li>• STTARS meets targets set out in relevant funding agreements and work plans.</li> <li>• Exit assessments demonstrate positive improvements for clients.</li> </ul>



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	<ul style="list-style-type: none"> <li>• Complete an exit assessment for each group participant at the conclusion of their program to support onward referral to health care services, where required, and to collect feedback on the program and the participant's own progress.</li> </ul>	
<b>Individual sessions</b>	<ul style="list-style-type: none"> <li>• Deliver individual therapy services to individuals from cultural/language groups that cannot be accommodated by a current, or planned group program.</li> </ul>	<ul style="list-style-type: none"> <li>• Clients receive high quality allied health/ therapeutic services that are culturally sensitive, appropriate and tailored to their needs.</li> <li>• STTARS meets targets set out in relevant funding agreements and work plans.</li> <li>• Exit assessments demonstrate positive improvements for clients.</li> </ul>
<b>Building relationships</b>	<ul style="list-style-type: none"> <li>• Foster and maintain relationships with external stakeholders to ensure good communication and clear referral pathways.</li> </ul>	<ul style="list-style-type: none"> <li>• People in need of STTARS services are aware of and supported to access relevant programs.</li> <li>• Productive relationships are established and maintained with referrers and other relevant stakeholders.</li> <li>• Client's access to services is facilitated through advocacy, referrals and liaison with external agencies.</li> </ul>
<b>Data collection and Record keeping</b>	<ul style="list-style-type: none"> <li>• Maintain accurate and up to date client records in line with agency standards/procedures and any contractual requirements.</li> <li>• Prepare program reports as needed by funding body.</li> </ul>	<ul style="list-style-type: none"> <li>• Client records are maintained and up to date.</li> <li>• STTARS meets its reporting obligations.</li> </ul>
<b>Education and Training</b>	<ul style="list-style-type: none"> <li>• Participate, as directed, in the delivery of community education, training and consultancy on the effects of torture and trauma on adults, children and young people.</li> </ul>	<ul style="list-style-type: none"> <li>• Readily participates and consistently adds value.</li> </ul>



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<b>SELECTION CRITERIA</b>	
<b>Qualifications and other requirements</b>	<ul style="list-style-type: none"> <li>• Relevant tertiary qualifications in physiotherapy, exercise physiology or a related health or social science discipline or equivalent experience.</li> <li>• Pain Education qualification (or working towards).</li> </ul>
<b>Other</b>	<ul style="list-style-type: none"> <li>• Some evening and/or weekend work will be required.</li> <li>• Willingness to work across Adelaide and Salisbury offices (or other locations, as required).</li> </ul>
<b>Skills, knowledge and experience</b>	<p><b>Essential</b></p> <ul style="list-style-type: none"> <li>• Demonstrated knowledge of persistent pain and related issues.</li> <li>• Demonstrated knowledge and experience in community education, advocacy and community liaison.</li> <li>• Experience in supporting health and wellbeing initiatives.</li> <li>• Highly developed group facilitation skills.</li> <li>• Excellent written and oral communication skills, including cross-cultural communication.</li> <li>• Ability to work independently and in a team in situations of work pressure.</li> <li>• Proven ability to carry out the roles and responsibilities of the position.</li> <li>• Current driver's license.</li> </ul> <p><b>Desirable</b></p> <ul style="list-style-type: none"> <li>• Proven ability to establish and maintain productive relationships with relevant communities/service providers.</li> <li>• Experience in understanding and adapting practice to cultural sensitivities.</li> <li>• Experience in working with interpreters.</li> <li>• Knowledge of significant psychological, social and cultural issues confronting asylum seekers and people from refugee backgrounds and the impact of such factors on the function of individuals, family and communities.</li> <li>• Experience in working with refugee communities.</li> <li>• Bi-lingual in a community language relevant to refugee communities living in South Australia.</li> </ul>
<b>Special conditions</b>	<p>Appointment to the role is subject to the applicant having a -</p> <ul style="list-style-type: none"> <li>• Current Department of Human Services (DHS) child related employment clearance;</li> <li>• Current police clearance; and</li> <li>• The right to live and work in Australia.</li> </ul>



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## PROFESSIONAL CONDUCT

STTARS expects all employees to meet the following common standards of behaviour, as outlined in the STTARS Staff Code of Conduct, in addition to the following:

- Working at, and maintaining, a high standard of professional and ethical practice
- Behaviours that are conducive to effective team work and promote a healthy organisational culture.
- 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.

## Position Description Approved by:

Position Title: Director

Signature:  Date: 30/08/2023

## ACKNOWLEDGEMENT OF POSITION DESCRIPTION

This position description is current at date of approval. It may change from time to time to reflect operational needs and changes to organisational reporting relationships.

By signing your agreement below, you acknowledge that you have read, understood and accept the responsibilities and accountabilities as outlined above in this position description.

Name: \_\_\_\_\_

Signature: \_\_\_\_\_ Date: \_\_\_\_\_

### Witness

Name: \_\_\_\_\_

Signature: \_\_\_\_\_ Date: \_\_\_\_\_