



POSITION DESCRIPTION

Position: Practice Facilitator

ROLE OVERVIEW		
Organisation	Survivors of Torture and Trauma Assistance and Rehabilitation Services (STTARS)	
Date	July 2023	
SCHADS classification	Level 7	
ORGANISATIONAL RELATIONSHIPS		
Position reports to	Accountable to the Clinical Services Manager and Director of STTARS through collaborative and transparent work practices.	
ROLES & RESPONSIBILITIES		
Primary position objective	<p>Working closely with the Clinical Services Manager and Team Leaders, the purpose of the Practice Facilitator position is to strengthen the skills and knowledge of practitioners across the organisation and the sector and to build a service delivery culture that meets best practice and integrates findings from international research and clinical practice.</p> <p>The Practice Facilitator position will also design and deliver high quality practice development and professional learning programs within STTARS and also externally to build the skills and capacity of mainstream services to appropriately respond to and care for refugee clients and survivors of torture and trauma.</p>	
RESPONSIBILITIES	MAJOR DELIVERABLES	ACHIEVEMENT DEMONSTRATED BY:
Practice Supervision and Consultation	<p>Work collaboratively with the Clinical Services Manager and Team Leaders to ensure best practice in services delivery across STTARS programs.</p> <p>Provide practice supervision, advice, and coaching to practitioners based on sound practice expertise and STTARS service model to support the delivery of effective interventions to clients.</p> <p>Provide individual and group reflective practice supervision to practitioners using a reflective and evidence informed approach to ensure that work with clients is in line with best practice and STTARS model. (In addition to supervision provided by Team Leaders)</p> <p>Provide advice, consultation and support to practitioners working with high risk, complex and/or sensitive cases.</p>	<p>Practitioners within STTARS engage in critical reflection to continuously learn and improve.</p> <p>Practitioners confidently support clients who are living with complex needs or who may be at risk.</p> <p>Practice quality issues are routinely identified and addressed.</p>



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	<p>Support staff development in consultation with line managers.</p> <p>Identify practice quality issues for development and training opportunities.</p>	
<p>Professional Development</p>	<p>Work collaboratively with the Clinical Services Manager and Team Leaders to identify and co-develop the internal training program and resources.</p> <p>Contribute to the development and delivery of professional development to practitioners based on STTARS model and emerging international best practice.</p> <p>Provide high quality professional learning sessions to practitioners.</p> <p>Provide information and literature to practitioners that can contribute to improvements in their practice.</p> <p>Lead the development of content and resources to support the delivery of training within STTARS and for external stakeholders.</p> <p>Provide training on behalf of STTARS as part of our work in building the capacity of the service sector to respond to the needs of people from refugee backgrounds and survivors of torture in particular.</p> <p>Take responsibility for your own development, and engage in professional development and supervision to continue to develop as a leader in the field.</p>	<p>Resources developed and shared to strengthen practice across STTARS.</p> <p>Relevant and appropriate training on best practice is routinely delivered to practitioners within STTARS.</p> <p>Training and professional development address issues/themes that have been identified through practice supervision and consultation.</p> <p>Best practice is embedded in processes, systems and reflective practice activities.</p> <p>STTARS meets contractual requirements regarding the delivery of external training stakeholders.</p>
<p>Administration & Reporting</p>	<p>Maintain all administrative requirements, records, and notes in accordance with required agency standards and contractual requirements in a timely and efficient manner.</p> <p>Provide training and support to practitioners within STTARS to ensure client files and other data requirements are in line with agency standards and contractual requirements.</p> <p>Produce reports appropriate to funding requirements and for monitoring processes.</p> <p>Develop and maintain effective administrative systems and processes.</p> <p>Report to management on legal, ethical and risk related issues in relation to practice.</p>	<p>STTARS record keeping and data collection is in line with agency standards and is meeting contractual requirements.</p> <p>Administrative systems and processes relating to clinical work are effective and enable practitioners to do their jobs as efficiently as possible.</p> <p>High quality reports are produced within the timeframes set by funding bodies.</p>



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<p>Stakeholders/ Networks</p>	<p>Maintain effective relationships and regular communication with key stakeholders both internally and externally to enable influence and problem solving in an ethical and professional manner.</p> <p>Advocate for the rights of clients when dealing with relevant stakeholders.</p> <p>Role model the values of STTARS when dealing with internal and external stakeholders.</p>	<p>Productive and effective relationships are established with internal and external stakeholders.</p> <p>STTARS clients are advocated for with relevant stakeholders in a professional manner.</p>
<p>Organisational development & accountability</p>	<p>Actively participate in organisational planning and development activities to facilitate integration of ongoing practice development across programs within STTARS.</p> <p>Develop in collaboration with the Director, Clinical Services Manager and Team Leaders an annual training and development plan.</p> <p>Contribute to the review, development and implementation of systems, policies and procedures to ensure high quality services.</p>	<p>Annual professional development plan is developed and implemented.</p> <p>STTARS policies, procedures and guidelines support high quality practice and are regularly reviewed.</p> <p>Regular quality reviews show that work done on behalf of STTARS is of high quality and consistent with policies, procedures and guidelines.</p>
<p>Other requirements</p>	<p>Work to an annual work plan</p> <p>Be an active participant in team meetings to maximise contribution to the work of the team</p> <p>Participate in all staff, group and other relevant meetings.</p> <p>Work to ensure professional and cooperative working relationships within leadership team and across the agency.</p> <p>Participate in identifying quality improvement initiatives and strategies.</p> <p>Attend and participate in all training opportunities identified for the role.</p> <p>Liaise with and seek senior advice as required.</p>	<p>Positive role modelling for all STTARS practitioners.</p>



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SELECTION CRITERIA	
Qualifications and other requirements	<p>Relevant post graduate tertiary qualifications in social work, psychology, or a related discipline, holding registration with appropriate professional body.</p> <p>Desirable</p> <ul style="list-style-type: none"> • Accredited supervisor with Psychology Board Approved Supervisor, Psychotherapy and Counselling Federation of Australia or Australian Association of Social Work • Cert IV in training and assessment
Other	<ul style="list-style-type: none"> • Current driver's licence; and • Ability to work from various work locations as required.
Skills, knowledge and experience	<p><u>Skills</u></p> <ul style="list-style-type: none"> • Demonstrated extensive experience in the application of evidence-based practice in trauma recovery work with survivors of trauma • Skills in providing specialised case consultation and advice on complex cases, particularly around need and risk assess, mental health assessment, family assessment, case formulation, treatment planning and interventions. • Experience in the facilitation of individual and group reflective/clinical supervision. • Experience in the facilitation of practice-based training for practitioners who work with survivors of trauma. • Excellent interpersonal skills supported by strong written and verbal communication skills. • Experience in working with refugees and/or clients of a culturally and linguistically diverse background and/or with clients who experience systemic disadvantage. • A demonstrated ability to implement systems and processes that support accurate record keeping and preparation of reports. • An ability to work both independently and as part of a professional team. <p><u>Knowledge</u></p> <ul style="list-style-type: none"> • Advanced knowledge of trauma informed recovery models and how they are delivered to survivors of trauma. • Well-developed knowledge of the significant psychological, social and cultural issues confronting people from culturally and linguistically diverse backgrounds and asylum seekers and refugees, and the impact these factors have on individual, family and community functioning. • Knowledge of reflective/clinical supervision theory and approaches. • Demonstrated leadership skills and experience in the management of staff and coordination of service programs. • Knowledge of and commitment to the principles of social justice and human rights.



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Special conditions	<ul style="list-style-type: none">• Appointment to the role is subject to the applicant having a current Department of Human Services (DHS) child related employment clearance and police clearance.• This position will require travel between sites and therefore the successful applicant must hold a current driver's licence.• The right to live and work in Australia.• Some inter/intra state travel may be required.• Some evening and/or weekend work may be required.
PROFESSIONAL CONDUCT	
<p>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:</p> <ul style="list-style-type: none">• Working at, and maintaining, a high standard of professional and ethical practice• 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>Position Description Approved by:</p> <p>Position Title: _____</p> <p>Signature: _____ Date: _____</p>	



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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: _____