



Intake and Connect Practitioner

Role Title	Intake and Connect Practitioner
Team	Intake and Connect Team
Location	Woolloongabba based; with outreach across Brisbane, Ipswich, Darling Downs & Toowoomba. Regular travel will be required
Level	Level 5 Social, Community, Home Care and Disability Services Industry Award (\$100,783 - \$105,349 per annum, pro-rata + leave loading and superannuation). Salary sacrificing available.
Reports to	Intake and Connect Team Leader
Contract	Part time (4 days per week) 12-month contract

Our Vision

Healing the past, nurturing the future.

Our vision is for refugee survivors of persecution to live lives liberated from the harms of torture, trauma and human rights injustice. We exist to nurture meaningful futures by assisting refugee survivors to heal, belong and thrive in our community.

Our Values

Kindness

We care.
In all our work, survivors of torture and trauma come first.

Optimism

We believe in meaningful futures.
We are committed to healing being a journey of growth across mind, body and spirit.

Perseverance

We don't give up. We understand that healing requires time, patience and courage for individuals, families and communities.

Fairness

We believe that recovery from trauma is about justice and that to heal is a human right.

Honesty

We act openly and ethically.
We are committed to delivering impactful services.

Role Purpose

The primary purpose of this role is to ensure a responsive and welcoming initial interaction with individuals and families referred to QPASTT and effective means to ensure that trauma recovery needs are accurately assessed and the client (individual, couple or family) is allocated to an appropriate intervention. QPASTT provides a range of trauma recovery interventions designed to deliver meaningful trauma recovery outcomes for clients and communities. Our Intake and Connect Team is a crucial component in supporting individuals, families and communities from refugee background to heal, belong and thrive in our community with a sense of justice.

Character

We are looking for an Intake and Connect Practitioner who is passionate about supporting refugees and asylum seekers in their recovery from trauma, through the provision of brief assessment and intervention to re-engaged and new clients of QPASTT. This will include identifying an appropriate intervention tailored to their presenting needs and goals.

You will be compassionate and courageous in finding ways to engage and empower clients and their families presenting with a range of vulnerabilities.

We believe in cultural respect. We are looking for someone who is comfortable working with clients from many cultural and religious backgrounds, as well as sexual orientations and who is able to flexibly and thoughtfully adapt their practice to suit client needs.

We value creativity, adaptability and the ability to keep up to date with fast changing social trends and intervention opportunities in the context of a busy team.

We are looking for someone who enjoys developing their practice by making use of QPASTT's supervision, internal training, team building and professional development opportunities.

Responsibilities

1. Review and respond to referrals from a trauma informed and culturally sensitive framework, including provision of welcome and first point of contact for clients in various locations (including in-office, tele-health, phone, schools, in-home and other outreach locations);
2. Conduct client-centred, developmentally appropriate, initial brief trauma-informed psycho-social assessments to establish expectations of, determine eligibility for, and prioritisation of service provision and identify initial therapeutic recovery goals;
3. Deliver appropriate short-term client related advocacy which supports healing and the opportunity to thrive and belong in the Australian community;
4. Provide brief intervention, including psycho-education, trauma-informed brief counselling and advocacy, to clients who are assessed as requiring short-term or minimal support;
5. Build and foster collaborative partnerships with family members, community members and other agencies;



6. Manage risk with clients with complex and/or crisis presentations in accordance with organizational processes and supports;
7. Identify emerging trends and key themes within communities;
8. Collaborate with Intake and Connect Team Leader and Team members and maintain relationships with key external stakeholders;
9. Ensure quality service delivery including accountability with contractual and organisational requirements. This includes the writing of case notes and client related professional reports;
10. Book relevant resources (e.g. rooms, cars, interpreters) to facilitate the provision of services in an effective and efficient manner;
11. Participate in the QPASTT Support line (duty roster);
12. Conduct wellbeing checks of client on the QPASTT waitlist;
13. Attend and participate in all agency activities that meet QPASTT's organisational and professional development requirements. These include staff, team and agency meetings, professional development sessions, supervision and debriefing;
14. Ability to abide by the vision and values of QPASTT including our Code of Conduct as well as the policies and procedures of the organization;
15. Support research and evaluation initiatives of the organisation.

Requirements

1. Degree level qualifications in Social Work, Psychology, Counselling or Occupational Therapy, or equivalent. Eligibility for membership of the relevant professional body;
2. Good conceptualisation and ability to articulate refugee trauma recovery frameworks and the ability to apply these to undertaking trauma-informed, developmentally appropriate, psycho-social assessments and interventions. This includes an understanding of key theories related to trauma recovery, development across the life span and attachment;
3. Ability to quickly build trusting, safe and respectful relationships across all ages in order to conduct psycho-social assessments;
4. Minimum two years' experience in working within the human services sector, preferably with people from refugee backgrounds;
5. Experience in conducting assessments and/or interventions with adult clients, and (as needed) engaging with client's family and carers;
6. Experience in providing short-term counselling interventions, therapeutic goal setting and an understanding of the counselling process;
7. A strong understanding or capacity to gain understanding of QPASTT services and the sector;
8. Ability to identify client-related risks and implement ways to reduce risk;
9. High level of communication and interpersonal skills, including written and oral, consultation, negotiation, advocacy, presentation and stakeholder liaison;
10. Desirable - have skills/experience in delivery of training and/or informal presentations.



Conditions of Employment

1. Current Positive Notice Blue Card and provision of a recent annual federal police check;
2. Current Queensland C Class driver's licence;
3. Flexibility to work out of standard hours as required.
4. Ability and willingness to travel to other QPASTT offices and outreach locations;
5. The period of probation will be six months.

Application Process

To apply, please submit the following documents:

1. A cover letter detailing why you would like to work with QPASTT and how you meet the character requirements of the role, including a brief response (no more than 2 pages) to the responsibilities and requirements of the role.
2. Your resume detailing professional experience and education.

The final date to apply is 9am Monday 22nd September 2025. Please email your application to JobApplication@qpastt.org.au.

Should you wish to talk with someone about this position, please contact Merlijn Nicholson, Team Leader – Intake & Connect Team: merlijnnicholson@qpastt.org.au

QPASTT is committed to the safety and protection of children, young people and vulnerable people in all areas of its work.

QPASTT is committed to equal opportunity in employment. We will act to ensure an environment free from discrimination on the grounds of sex, gender, sexual orientation, race, ethnicity, culture, age, marital status or pregnancy, family responsibilities, disability, and religious or political beliefs.

