

Position Description

Position details

Position Title:	Group Work Coordinator	Program Area:	Direct Services (DS)
Specialisation:	Group Work	Location:	Sunshine
Reports to:	DS Regional Manager	Region:	West
Classification:	Level 6S	Hours:	Fulltime or minimum 0.8 EFT

Organisational Purpose

The Victorian Foundation for Survivors of Torture, also known as Foundation House, is a leader in delivering specialist trauma-focused services that work with the strengths and resilience of refugees, their families, and communities to rebuild lives shattered by torture and other traumatic events.

Role Purpose

As a Group Work Coordinator, you will be responsible for the development, implementation and delivery of group work programs which are aligned with the Foundation House trauma recovery framework. These programs will use a family-centred approach and developmentally appropriate, psychosocial therapeutic interventions informed by *Rebuilding Shattered Lives: Integrated Trauma Recovery for People of Refugee Background* (2nd edition). Group programs will be accessible, trauma-informed, culturally appropriate and safe to meet the complex needs of refugee background survivors of torture and other traumatic events.

A key focus of the position will be collaborating with other Foundation House programs, teams and relevant community leaders or advisors to co-develop, plan, implement and evaluate groups, in consultation with the regional leadership team. This role will also develop strong collaborative stakeholder relationships and partnerships with external organisations to ensure group programs are responsive to the needs of refugee background survivors of torture and other traumatic events.

For further details on our Counsellor Advocate model, please see [here](#)

Please note: In addition to working at Foundation House offices, outreach is often required. Groups can be conducted in community and educational settings or other places such as correctional settings. Groups may include people who have arrived in Australia as asylum seekers and who are held in places of detention.

Key Responsibilities

Groupwork Coordination & Planning

- In consultation with the regional leadership team and other Foundation House programs, undertake an initial review of Foundation House past and current group work programs and resources.

Position Description

- Develop and maintain strong partnerships and working relationships with key stakeholders and organisations to deliver group programs.
- In consultation with key internal and external stakeholders, develop and implement an annual regional plan for delivery of group programs which meets targets for key funding streams.
- Establish systems across the regional teams to ensure a consistent process for group work implementation, delivery, and documentation.
- Design and implement referral systems for group work programs, including for external organisations and individuals.
- Implement appropriate evaluations of group programs, including use of measurement tools.
- Provide induction resources and support to other group co-facilitators regarding group programs to be implemented in your region.
- Contribute to developing and implementing strategies and collaborative models for internal communications, group allocations and feedback mechanisms across Foundation House regions, programs and teams including Education and Early Years, Community Team, Complementary Therapies and Ucan2 to support the delivery of safe and effective group work practices and consistency of service provision.
- Contribute to the development of group work policies, procedures and resources.

Facilitating group work

- In consultation with relevant internal and external stakeholders, design, develop and plan family centred, developmentally appropriate and culturally safe trauma-informed and trauma-focused therapeutic group programs using a range of evidence-based modalities.
- Co-develop group work programs aligned with the priorities and needs of refugee background community members.
- Co-facilitate trauma informed therapeutic and psycho-education groups with Counsellor Advocates, Community Team, Ucan2, Complementary Therapies, Education and Early Years Program and external stakeholders.
- Manage a group caseload according to established organisational practices and targets.
- Coordinate referrals with external organisations and internal requests from counsellor advocates (CA's) and team leaders (TL's).
- Conduct risk assessments and establish and implement risk management and safety plans where indicated.

Advocacy and referral

- Identify critical issues that are affecting group participants' sense of wellbeing, mental health and safety, and develop strategies for responding to those issues. This will include making referrals both internally and externally and undertaking advocacy with relevant health, community, education, legal services and government agencies.
- Provide secondary consultation to external service providers to help improve the ability of those services to respond more effectively to our clients.
- Establish and maintain effective working relationships with relevant services and key stakeholders to support referral pathways and strong partnerships.
- Contribute to identifying systemic issues affecting our clients and their communities to inform regional service delivery and relevant policy.

Position Description

Record keeping and report writing

- Ensure timely and appropriate completion of client health records in the electronic client information management system including case notes, comprehensive and accurate data as required, and all organisational record-keeping requirements.
- Maintain an up-to-date record and provide monthly reports of all groups across the region to the Regional Manager including demographic information, attendance, themes and issues arising and evaluation data.
- Write letters or reports for clients when required that are appropriate, thorough, well-constructed and compliant with relevant Foundation House guidelines, policies and procedures.

People and Teams

- Attend and participate in all agency activities which meet Foundation House's organisational and professional development requirements. These include staff, team and program meetings, and actively participating in supervision and ongoing learning.
- Contribute to projects or other duties that assist the agency to support the delivery of effective, safe, connected and person-centred services.
- Actively participate and ensure professional, supportive and cooperative working relationships within your own team and with other programs across the agency.
- Undertake required travel needed to properly fulfil the duties of this position.
- Perform any other duties as directed by Regional Managers within the scope of the classification and position description.

Key Selection Criteria

Experience and qualifications

- Relevant tertiary qualifications in psychology, social work, counselling, or other related discipline.
- Demonstrated experience and advanced skills in facilitating psycho-educative and therapeutic counselling groups.
- Demonstrated expertise in trauma-informed practice and providing trauma-focused counselling interventions using a range of evidence-based modalities in a culturally appropriate and safe way.
- Demonstrated experience and expertise to undertake comprehensive psychosocial assessments and risk assessments with children, young people, adults and their families.
- Good understanding of how to negotiate and advocate with multiple service systems in Victoria to support the needs of refugees and asylum seekers.
- Ability to work in a cross-cultural context including working with interpreters.
- Ability to write professional reports and letters for a variety of purposes and key stakeholders.
- Experience as a member of a multidisciplinary team, working both independently and collaboratively in partnership with colleagues and external service providers.
- Demonstrated ability to keep and maintain health records and data requirements in a timely manner, with medium to high level competency with IT applications such as MS Word, Excel and Outlook.

Position Description

Attributes

- Highly developed interpersonal and communication skills.
- Genuine interest in working with clients of refugee background who have experienced complex trauma and may be facing significant challenges
- Ability to manage competing priorities.
- Commitment to ethical practice, human rights and social justice.
- Flexibility and adaptability in meeting client and team goals.

Our Values

We aim to build trust and confidence, promote wellbeing and achieve the best possible outcomes through living our values of respect, promotion of human rights, focus on community, maintaining excellent, ethical practice and above all acting with integrity.

Organisational Expectations

Foundation House and our staff are committed to:

- Family & Child Safety
- Occupational Health & Safety
- LGBTQIA+ inclusive practices
- Culturally safe practices
- Adherence to the requirements of relevant legislation, regulation and professional ethics.

It is an expectation that all our employees actively contribute and consciously comply with Foundation House policy, procedures and practice guides during the course of their work.

This position is in accordance with the Victorian Foundation for the Survivors of Torture Inc. Enterprise Agreement.

Approval and Acknowledgement

Date PD Template last reviewed:	Aug 2023
PD Approved by:	General Manager Direct Services (GMDS)
Date of approval:	5 September 2023