

# Position Description

## Position details

<b>Position Title:</b>	Ucan2 Group Facilitator	<b>Reports to:</b>	Ucan2 Program Coordinator
<b>Team:</b>	Ucan2	<b>Location:</b>	Melbourne delivery sites (Brunswick head office)
<b>Group:</b>	Direct Services	<b>Hours:</b>	0.8 – 1 EFT
<b>Classification:</b>	Level 6	<b>Status:</b>	Fixed Term – 12 months

## The Organisation

The Victorian Foundation for Survivors of Torture Inc. (VFST), also known as Foundation House, provides services to advance the health, wellbeing and human rights of people from refugee backgrounds who have experienced torture or other traumatic events.

Established in Melbourne in 1987, Foundation House is non-denominational, politically neutral and non-aligned. It is constituted as a not-for-profit organisation managed by an elected Board of Management and is funded by the Commonwealth and Victorian Governments, philanthropic organisations and donations from private individuals.

Foundation House is a state-wide agency offering services in metropolitan, regional and rural areas. Offices are in Brunswick (head office), Dallas, Dandenong, Ringwood and Sunshine. Services are also provided in partnership with other agencies outside of the metro area. With approximately 200 staff the organisation:

- Delivers services to clients in the form of counselling, advocacy, family support, group work and complementary therapies
- Works with client communities and the sectors they interact with
- Provides professional and organisational development to internal and external stakeholders
- Advocates to governments for improvements to policies and programs
- Conducts and contributes to research.

Working in partnership with thousands of clients, their families and communities a year, an integrated trauma recovery service model guides the agency under an organisational structure which is comprised of the following areas:

- Direct (Client) Services
- Community Capacity Building
- Practice and Sector Development
- Corporate Services.

## Vision

A world without torture and where communities respect, embrace and empower people from refugee backgrounds to thrive.

## Purpose

To be a leader in delivering specialist trauma-focussed services that work with the strengths and resilience of refugees, their families and communities to rebuild lives shattered by torture and other traumatic events.



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## Child and Family Safe

Foundation House is committed to promoting and protecting the interests and safety of children and actively plays a part in combating family violence; this is reflected in our organisational policies, protocols and staff development.

## Organisational Area Summary

Direct Services provides services to survivors of torture and other traumatic events in the form of counselling, advocacy, family support, group work, psycho-education, information sessions and complementary therapies. Direct Services comprises three regions (Western, Northern and South East), the Intake and Access Team, Complementary Therapies Team, Ucan2 and Rural and Regional Services. There is also Mental Health Clinic activity in each region and the General Manager Direct Services (GMDS) has overall responsibility for the provision of this service. The regional management units are responsible for the delivery of counselling and advocacy services to clients in their geographic regions. Services are delivered through onsite and outreach counselling and advocacy. As an organisation we also undertake comprehensive systemic work with organisations and agencies that provide assistance to survivors. Direct Services teams are currently located in metropolitan Melbourne with offices in Brunswick, Sunshine, Dallas, Dandenong and Ringwood.

## Program Summary

Ucan2 is located in the Direct Services program area and runs group work programs for young people from refugee backgrounds aged between 16 and 25 years. The program currently is conducted with program partners Centre for Multicultural Youth (CMY) in English Language Schools and Centres, AMEP and secondary school contexts. The Ucan2 Program facilitates and supports the social inclusion, engagement in education and emotional well-being. Programs vary in length from several sessions, to a full semester program of 16 weeks.

## Position Summary

The Ucan2 Group Facilitator, with program partners, works with groups of young people of refugee and immigrant background to facilitate and support social inclusion and to strengthen their:

- Mental health and wellbeing
- Social connections and networks
- Access and engagement in education, training and employment.

Ucan2 also strengthens cooperation between providers of social support, education, training and employment.

The main role of the Ucan2 Group Facilitator is to deliver the psychoeducation component of Ucan2 and support the delivery of the other components. They work with the site delivery team to support individual needs and referrals.

This position will have a focus on the Afghan Community – in response to the current crisis in Afghanistan and much of the work will be working with recent arrivals from that community.

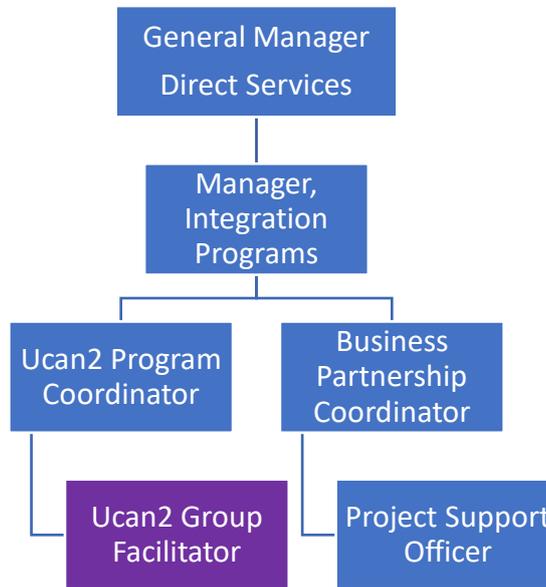
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## Scope & Dimensions:

Budgets: Nil

Number of staff: Nil

Reporting lines:



## Key Responsibilities

Key Responsibility
<p><b>Group Facilitation</b></p> <p>Plan and facilitate allocated Ucan2 groups in collaboration with a site delivery team ensuring appropriate materials and content according to the Ucan2 Program Guide.</p> <ul style="list-style-type: none"> <li>• Deliver the psycho-education component of Ucan2 to group participants</li> <li>• Support delivery of work skills and social connections components of Ucan2</li> <li>• Monitor and support Ucan2 participants in collaboration with delivery team ensuring relevant referrals are made when required.</li> <li>• Conduct and participate in regular case coordination meetings with the delivery team</li> <li>• Conduct and report on program evaluation in accordance with program requirements.</li> </ul>
<p><b>Work Experience Facilitation if appropriate (work experience is currently not operating under COVID 19 restrictions)</b></p> <p>Identify and support participants in the Ucan2 program to undertake work experience as a core component of the program.</p> <ul style="list-style-type: none"> <li>• Liaise with the Business Partnerships team and site staff to support the placement of individual program participants.</li> <li>• Assist with site visits for participants to meet work experience placement supervisors.</li> <li>• Ensure documentation is completed before participants go out on work experience</li> </ul>

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- Monitor students on placement and provide support where required through site visits and phone calls.

## **Mentoring Program**

Liaise with the site delivery team to identify potential participants to join the mentoring program facilitated by the Business Partnership team.

- Liaise with the Business Partnerships team to match participants and mentors
- Support the Business Partnerships team with the mentoring program where appropriate

## **Individual Participant Support**

Monitor individual participants in liaison with delivery team to provide advocacy, referrals, pathways support and information to ensure they are supported throughout the program.

## **Capacity Building**

Deliver formal and informal professional learning to school staff to increase capacity to support young people with refugee backgrounds.

- Conduct needs analysis to determine the appropriate professional learning required.
- Liaise with Ucan2 and Professional and Organisational Development teams to deliver appropriate training and support

## **General Administration**

Maintain effective systems of recording and disseminating relevant information in accordance with Foundation House processes and procedures, and Ucan2 program requirements.

- Maintain accurate and up to date data, records and case notes for Ucan2 participants.
- Participate in relevant team and Agency meetings
- Identify advocacy issues and opportunities relevant to other operational areas of Foundation House.
- Participate in and contribute to regional networks of providers, government and communities as required.

## **Health & Safety**

Actively contribute to health and safety at Foundation House by being aware of safety policies and procedures and consciously applying these every day to ensure the health and safety of our workplace.

## **Child and family safety**

Actively contribute to upholding Child Safe Standards and measures to combat family violence by being aware of applicable policies and procedures and applying these when relevant.

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## Personal Qualities

At Foundation House we are strongly committed to further developing and diversifying our work force as part of our strategic directions. We celebrate multidisciplinary teams and value the rich skills and experiences brought by applicants from a range of sectors and professional backgrounds.

The Ucan2 Group Facilitator is an excellent leader who can manage their time well within a project framework whilst remaining flexible and adaptable to the requirement of the work and the group. The ability to connect with young people, whilst maintaining appropriate boundaries is essential, as is working with others with energy, compassion, integrity and a sense of fun and have a strong sense of social justice and a commitment to human rights.

## Selection Criteria

### Qualifications:

Relevant tertiary qualification in youth work, community development, social work, education or other equivalent qualification. A Certificate IV in Workplace Training and Assessment although not essential, would be well regarded.

### Skills

#### Essential

- Group facilitation skills, preferably with young people from refugee backgrounds
- Computer literacy and experience to deliver Ucan2 online in creative and engaging ways
- Demonstrated skills in using a strengths-based approach to engage and empower young people
- High level verbal and written communication skills
- Ability to work collaboratively with teaching professionals and program partners/key stakeholders.
- Ability to work with and manage collaborative relationships in a variety of settings
- Project management skills– to work independently and within a team and manage competing demands and deadlines
- Capacity to deliver professional learning

#### Desirable

- Knowledge of the Afghan community and the ability to speak a relevant Afghan language.

### Knowledge

#### Essential

- Understanding of issues facing young people from asylum seeker and refugee backgrounds and their families.
- Understanding of the Victorian education and training sector and pathways to employment
- Understanding of the asylum seeker and refugee experience and incidental counselling.

#### Desirable

- Understanding of current political environment in relation to immigration and its effects on rights and resources available to young people of asylum seeker and refugee background
- Previous experience working in the NGO/not for profit sector

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## Prerequisites of employment

- Satisfactory police check
- Signing and abiding by the Foundation House Child Safe Code of Conduct
- Working with Children Check (WWCC)
- COVID-19 vaccination
- Current Victorian driver's licence
- The right to live and work in Australia.

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

## Approval and Acknowledgement

<b>Date PD last reviewed:</b>	December 2021
<b>PD Approved by:</b>	GM Direct Services
<b>Date of approval:</b>	December 2021