

**ABOUT  
US**

Primary Care Connect is a local community health centre operating under the social model of health. We work with our community to create better health outcomes. Visit our website [www.primarycareconnect.com.au](http://www.primarycareconnect.com.au) for the organisations mission, values, journey and strategic direction.

**POSITION  
SCOPE**

The Refugee Trauma Counsellor will work with referrals from a range of service providers and will be required to work with people from all demographic groups and may specialise in the following areas:

- Asylum seekers
- Children from refugee families
- Young people from refugee families
- Families from refugee background

The Refugee Trauma Counsellor will deliver effective and appropriate assessment, counselling and advocacy services to clients of PCC who are survivors of torture and trauma. The Counsellor will provide a wide range of interventions designed to assist survivors of torture to address the psychological effects and any social consequences arising from their past experiences of human rights violations. The emphasis in this position will predominately be on the provision of high quality counselling for complex trauma. The service areas for this position include Greater Shepparton.

## **Position Reports**

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This position reports to the Executive Manager Integrated Services, and works within the Refugee Team. It is also expected that this position works within the larger Primary Care Connect team and network with external organisations.

## **Key Performance Indicators**

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The key performance indicators below are the expected outcomes of this position. Timelines for achievement of key performance indicators will be set within the first month of employment and include clear objectives to be achieved throughout the probation period.

- 316 client contacts /1303 contact hours for a minimum of 43 clients per annum per annum in line with the Funding Agreement
- Provide comprehensive assessment, develop care plans and provide therapeutic intervention to those newly arrived, refugee and asylum seekers who have suffered torture and trauma and are impact by such events.
- Capacity building and sector engagement activities according to the “Refugee Mental Health Plan” developed in conjunction with the Refugee Team and Foundation House.

- Meet 100% compliance for data collection and program evaluation
- Meet 100% reporting requirements in accordance file audits
- Meet 95% compliance for meeting with direct line manager and team
- Conduct yourself in accordance with Primary Care Connect core values and behaviours

## **Position Duties and Responsibilities**

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316 client contacts /1303  
contact hours / 43 clients  
per annum

- Provide high quality short, medium and long term counselling interventions with adults, children and adolescents using a range of therapeutic approaches
- Provide psycho-education to individuals and groups
- Conduct culturally appropriate assessment, care planning, advocacy and counselling (individual and family)
- Conduct or facilitate groups for clients of PCC, as requested
- Prepare appropriate and timely documentation and reports for relevant parties such as government departments, medical practitioners etc. in relation to the needs of PCC's service users
- Complete detailed, high quality assessments of asylum seekers as required and in accordance with PCC policy
- Advocate and liaise on behalf of survivors of torture and trauma with a range of relevant health, community, education and legal services
- Provide secondary consultation to external service providers in relation to working with survivors of torture and trauma

Provide comprehensive  
assessment and  
therapeutic intervention

- Conduct initial assessments for the purpose of intake
- Conduct comprehensive psycho-social assessments
- Conduct risk assessments of risk of harm to oneself or others
- Formulate, review, revise and evaluate care plans with an emphasis on promoting psychological well being

Capacity building and  
sector engagement  
activities

- Contribute to the development of policy and protocols for PCC in relation to the delivery of client services as it relates to this client cohort
- Participate in PCC's health promotion, service innovation and research activities in accordance with PCC's policies and procedures
- Participate in and contribute to regional networks of providers, government and communities as required

Meet 100% compliance for  
data collection and  
program evaluation

- Collect and input data as per evaluation framework and plan
- Participate in program evaluations as directed by management
- Present information as directed by manager

Meet 100% reporting  
requirements in  
accordance file audits

- Complete all client documentation in line with client journey procedure
- Address any non-compliance from file audits within 24 hours of notification

Meet 95% compliance for  
meeting with direct line  
manager and team

- Attend monthly individual meetings with direct line manager
- Attend team and all-staff briefings
- Attend and report on meetings as directed by management

Conduct yourself in  
accordance with Primary  
Care Connect's core  
values and behaviours

- Be accountable for your own behaviour
- Support a high standard of professional respect
- Support an inclusive working environment

## **Incumbent Expectations**

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Qualifications	<ul style="list-style-type: none"> <li>• Maintain relevant qualifications and professional registrations</li> <li>• Provide at commencement of employment a National Police Check, Drivers Licence and Working with Children Check</li> </ul>
Personal & Professional Development	<ul style="list-style-type: none"> <li>• Demonstrated experience, understanding and commitment of the need for both personal and professional development</li> </ul>
Communications & Organisational Culture	<ul style="list-style-type: none"> <li>• Excellent communication and interpersonal skills including demonstrated experience in liaising with a wide range of internal and external clients</li> </ul>
Administration & Documentation	<ul style="list-style-type: none"> <li>• Ability to thoroughly use PCC's policies and procedures to ensure that all administration and documentation requirements are initiated and completed in a professional and timely manner</li> </ul>
Technical Skills & Application	<ul style="list-style-type: none"> <li>• Demonstrated knowledge and application of the skills, duties and responsibilities required for this position. This includes knowledge and understanding of appropriate equipment, legislation, policies and procedures</li> </ul>
Team Work & Communications	<ul style="list-style-type: none"> <li>• Demonstrated ability to participate as an active member of a team, consistent with PCC's policies and procedures</li> </ul>
Continuous Quality Improvement	<ul style="list-style-type: none"> <li>• Commitment to ensuring that quality services are delivered to both internal and external clients</li> </ul>

## Key Selection Criteria

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The following are the key selection criteria for this position. Please address these in your application, providing relevant work examples of each criteria.

- Tertiary qualifications in social work, psychology or a related discipline
- 2 Years of experience working with members of the Refugee and Asylum Seeker Communities
- Experience in providing assessments, care planning, service coordination and writing case notes and reports.
- Experience in providing counselling/therapy for persons who have experienced complex trauma, mental health and settlement problems associated with the refugee experience
- Understanding of advocating on behalf of individuals and families with a range of issues related to health, welfare, legal and government
- Knowledge of the sensitivity in regard to the provision of support and counselling services for people from CALD backgrounds
- Experience using technology to complete daily work tasks
- Professional and personal alignment with Primary Care Connect core values

## Position Employment Conditions

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<b>Agreement:</b>	Social and Community Services Award 2000 and the Relevant Agreements
<b>Classification:</b>	Social Worker Class 2 Year 1 Level 4 Pay Point 1
<b>Hours per Fortnight:</b>	75
<b>Probation Period:</b>	All new positions are subject to a probation period of six months from date of commencement.

## Position Approval

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The details contained in this position description are an accurate statement of the scope, conditions, duties, responsibilities and all other requirements of above titled position.

\_\_\_\_\_  
Chief Executive Officer

\_\_\_\_\_/\_\_\_\_\_/\_\_\_\_\_  
Date

I \_\_\_\_\_ (full name) have read and fully understand the requirements of the positions and will fulfil the obligations of scope, duties and responsibilities as listed in the above position description.

\_\_\_\_\_  
Incumbent

\_\_\_\_\_/\_\_\_\_\_/\_\_\_\_\_  
Date