



POSITION DESCRIPTION

STARTTS is committed to Equal Employment Opportunity (EEO) and anti-discrimination policies.

POSITION NUMBER: 1163

Date reviewed/created: March 2017

POSITION TITLE: Senior Family Counsellor/Project Officer

TEAM: Clinical Services

LOCATION: Auburn/ Carramar

AGREEMENT: "NSW (Non-Declared) Affiliated Health Organisations' Professional and Associated Staff Agreement".

CLASSIFICATION: Health Education Officer or relevant classification based on qualifications.

A generous salary packaging scheme is also offered.

FULL TIME: 38 hours per week.

PERIOD OF APPRAISAL: Performance will be assessed within 6 months of commencement and a 6 month probationary/qualifying period will also apply.

Background to STARTTS

STARTTS is a state-wide service funded by the NSW Department of Health and Commonwealth Department of Health to provide high quality assessment, treatment and rehabilitation services to people living in NSW who have experienced organised violence or trauma associated with the refugee experience. STARTTS is an Affiliated Health Organisation (AHO) whose services are deemed to be part of the NSW public health system.

STARTTS' service provision philosophy is predicated on a bio-psycho-social framework that incorporated a large range of clinical and psycho-social interventions informed by the latest advances in neuroscience and evidence based practice in relevant fields. As such, STARTTS provides a broad range of services including assessment; counselling for all age groups; psychiatric assessment and interventions; family therapy; group interventions; body-focused interventions such as massage, physiotherapy, acupuncture and pain management groups; support groups; programs for children and youth; and various strategies to increase the capacity of support networks and refugee communities to sustain their members.

The focus of the STARTTS' approach is on building capacity and empowering people and communities to take control over their own lives, using a strengths-based approach and building on individual, family, community and cultural strengths.

Background to the Program Area of the position

Clinical Services Team (CST) consists of a group of expert clinicians who provide direct client service as well as act as a resource for other STARTTS staff. The CST staff include Senior Early Childhood Counsellor, Early Childhood Counsellors, School Liaison Officer, Pastoral care workers, Body Focussed therapists, Clinical Projects Officer, Senior Clinical consultants, Clinical Policies and Procedures Officers, Visiting Medical Officer-Psychiatrist and Psychiatry Registrar.

ORGANISATIONAL RELATIONSHIPS:

1. Responsible to: Clinical Services Team Leader

SELECTION CRITERIA:

Essential Criteria:

1. Tertiary qualifications in health, counselling, behavioural or social sciences.
2. Demonstrated skills and experience in organising, conducting and evaluating family interventions in a cross-cultural context.
3. Demonstrated counselling skills, working with children, adolescents and adults in a family counselling frame work in cross cultural setting.
4. Demonstrated understanding of the issues affecting refugee communities, in particular resettlement issues, and the effects of torture on individuals, young people, families, and communities.
5. Demonstrated training and experience in different types of family counselling approaches including psycho-education and symptom focused interventions.
6. Demonstrated ability to provide clinical consultancy, mentoring and support to other clinicians in the Direct Services teams involved in family counselling.
7. Relevant training skills and excellent oral and written communication skills.

Desirable Criteria:

1. Knowledge and experience in community development, community liaison and advocacy.
2. Bi-lingual in a community language relevant to newly arrived refugee communities living in NSW particularly those affected by conflicts in Syrian and Iraq.

*This position is considered child-related employment and will require a Working with Children Background Check and a National Criminal Record Check.

BRIEF DESCRIPTION OF ROLE

This position will be located within the Clinical Services Team and will be responsible for providing clinical consultancy, mentoring, training and support to Family Counsellors/Project Officers located within Direct Services Teams; provision of limited assessment and counselling services to refugee families; provision of leadership in relation to capacity building of STARTTS staff and relevant service providers to enhance their ability to provide interventions in a family counselling frame work; and leadership in development of policies and frameworks relevant to family interventions.

PRIMARY OBJECTIVES:

1. To provide leadership and contribute to building STARTTS organisational capacity to assess family functioning, plan, deliver and evaluate family interventions and approaches. This may include development of family assessment protocols, clinical family interventions, contribution to development of relevant policies and procedures, contribution to staff development strategies and recommendations for the purchase of family approaches and resources.
2. Plan, deliver and evaluate family interventions with STARTTS clients. Provide family assessment, counselling, referral and support services to refugees both newly arrived and established, permanent residents and asylum seekers, whose experience of torture and trauma is affecting settlement and other areas of their lives.
3. Develop and maintain productive partnerships between STARTTS and other services within the Sydney metropolitan areas relevant to the needs of STARTTS clients to ensure effective service provision.
4. To ensure that Direct Services Family Counsellors/Project Officers receive appropriate and timely clinical consultancy, mentoring, training and support.
5. To ensure high quality of family focussed interventions across the organisation.
6. To ensure Direct Services Team Leaders receive support and guidance in relation to family interventions delivered by their team members.
7. In collaboration with other STARTTS services, develop and implement relevant community education and social support programs of benefit to people from affected refugee communities. This includes

participation in a STARTTS Residential Program for families, adults or young people as relevant as well as programmes developed and implemented by Community Services Team, such as FICT.

1. PRIMARY DUTIES: Planning, implementation and evaluation of family interventions and approaches

- 1.1 Develop approaches protocols and procedures to evaluate family functioning in general and quality of attachment in particular with refugee families who have survived torture and other traumas and are now settling in NSW.
- 1.2 Participate in the development of specific interventions to assist and enhance the functioning of refugee families who have been affected by refugee trauma.
- 1.3 Provide a psycho-social and psychological assessment in the family context (such as: Harvard Trauma Questionnaire and Hopkins Check List 25) to STARTTS clients in accordance with PASTT contractual and other service delivery requirements.
- 1.4 Undertake training and develop competency in conducting clinical assessment with refugee families, children and adolescents, and utilising: a) the Assessment instruments installed on the MultiCASI/CAMLEP computerised platform and b) the Refugee Comprehensive Assessment Tool (R-CAT)
- 1.5 Develop, implement and evaluate various family approaches and interventions. These could be general family interventions, lifestyle improvement, specific family difficulties or specific family symptom reduction approaches. Ensure that in addition to comprehensive assessment, post-intervention testing is undertaken as an essential element of clinical family evaluation.
- 1.6 Provide limited short to medium term individual counselling (an average of 8-10 sessions) to five (5) STARTTS clients (permanent residents and asylum seekers; HSS, and non-HSS) whose experience of torture and trauma is affecting settlement and daily functioning, and consequently identify those requiring longer term support or specific interventions.
- 1.7 Introduce clients to other STARTTS' programs specifically designed to assist people with their settlement process in Australia where these are available (such as the Families in Cultural Transition and residential programmes).
- 1.8 Maintain proper records of family/client contact and assessment, case plans, referral and follow up and interventions. Ensure Family Files contain all relevant client data.
- 1.9 Participate in planning, implementation and evaluation of at least one Family STARTTS Residential Program P/A, which could be a Family Camp. Contribute specific skill set to the Program planning.

2. Contribute to building STARTTS organisational capacity to plan, deliver and evaluate approaches to assist families

- 2.1 Contribute to development of Family Counselling manuals.
- 2.2 Contribute to development, implementation and evaluation of relevant policies and procedures.
- 2.3 Contribute to staff development planning and implementation in the area of family approaches. This could include Clinical Evenings and Seminars.
- 2.4 Suggest family approach resources to be purchased by STARTTS.

- 2.5 Provide mentoring and consultancy other STARTTS staff engaged in family counselling approaches. This could be through one-on-one mentoring, co-facilitation, short training or running a peer support/consultation group for those staff members.

3. Training and consultancy

- 3.1 With the support of the Training Team conduct training programs addressing family therapeutic approaches and interventions for medical, allied health, counselling and other relevant service providing support to refugee families.
- 3.2 Participate in development, delivery and evaluation of training packages relevant to Family counselling approaches.
- 3.3 Liaise with other senior specialised positions in the clinical team to ensure direct services counsellors and other relevant positions receive a coherent, well balanced specialised package.

4. Community development and community liaison

- 4.1 Liaise with service providers, including HSS Case Managers, the Refugee Health Nurses and/or relevant settlement services as determined by client needs.
- 4.2 Contribute to promotion of STARTTS services through an information strategy including community information sessions, printed information in community languages and community radio. This may include translation of relevant information regarding STARTTS services where appropriate.
- 4.3 Contribute to development and maintenance of productive partnerships between STARTTS and other services in Sydney metropolitan area and local area to the location of Direct Services Team relevant to the needs of STARTTS clients. This may include attendance of interagencies and/or participation in time limited local initiatives.

5. Administration and reporting

- 5.1 Prepare and implement an annual work-plan.
- 5.3 Comply with STARTTS and NSW Health policies and procedures, including attending mandatory training events.
- 5.4 Complete client based documentation associated as required.
- 5.5 Participate in team meetings, staff meetings and other meetings relevant to duties as required.
- 5.6 Provide bi-monthly reports to the Clinical Services Team Leader
- 5.7 Provide other reports as required.
- 5.8 Collate information related to family approaches and interventions across the organization

6. Personnel

- 6.1 Participate in weekly clinical supervision, fortnightly administrative supervision meetings and annual performance appraisals.
- 6.2 Participate in educational and professional development programs.

7. Other duties

- 7.1 Provide Outreach services in other areas of Sydney Metropolitan Area
- 7.2 Other duties as required and relevant to the position.

Equal Employment Opportunity and Staff Relationships:

- STARTTS is an Equal Employment Opportunity (EEO) employer and encompasses its philosophy and practice.
- STARTTS rejects racism and sexism in all its forms and is committed to the elimination of racial and gender discrimination including direct and indirect racism and sexism, racial vilification, and harassment.

STARTTS Workplace Policies

You must observe and comply with the provisions set out in any and all written policy, practice or procedure of STARTTS. A breach of STARTTS' policies, practices and procedures may result in disciplinary action up to and including termination of your employment.

Work Health & Safety responsibilities:

- Comply with STARTTS WHS policies and procedures.
- Work with due care and consideration to safeguard your own health and safety and the health and safety of others, and to report to your Supervisor any potential hazards, mishaps, incidents or injuries that may occur or become aware of during the course of work.

Risk management responsibilities: All staff have a responsibility to identify any risks (i.e. the chance of something happening that will have an impact on the objectives of the organisation) in the course of their work and to inform their supervisor, as per the *STARTTS Risk Management Policy and Program*.

Smoke-free Workplace

STARTTS is completely smoke-free. This means that smoking is not allowed in any STARTTS' buildings, vehicles or grounds, there are no designated smoking areas. As an employee you are required to comply with the 'Non-smoking' Policy.

I have read the **Senior Family Counsellor/Project Officer** Position Description, understand its contents and agree to work in accordance with the requirements of the position. I understand and accept that I must also comply with STARTTS' policies and procedures and can be required to work in any location under the jurisdiction of STARTTS.

I also agree to strictly observe STARTTS' policy on confidentiality of client information or such other sensitive or confidential information that I may come across in the course of my employment.

Employee Name: _____
Please print

Employee Signature: _____ **Date:** _____

CHIEF EXECUTIVE OFFICER: Jorge Aroche

Signature: _____ **Date:** _____

Next position description review due: March, 2019