



POSITION DESCRIPTION

Position: Family Support Counsellor / Advocate

ROLE OVERVIEW		
Organisation	Survivors of Torture and Trauma Assistance and Rehabilitation Service (STTARS)	
Date	24 May 2023	
SCHADS classification	SCHADS Level 5	
FTE	1 FTE	
ORGANISATIONAL RELATIONSHIPS		
Position reports to	Team Leader	
Key peer relationships	Counsellors, case workers, Intake Coordinator, senior practitioners	
Key (internal / external) relationships	Clients and their communities, Team Leaders, Intake Coordinator, administration staff, interpreters, schools, health services, migrant and refugee services, community centres, local councils, other relevant service providers.	
ROLES & RESPONSIBILITIES		
Primary position objective	STTARS provides early intervention services to families and children from refugee backgrounds who are in the process of transitioning from war, conflict and violence into settlement and safety. The primary objective is to promote family safety and wellbeing and strengthen the capacity of families to reach their potential, navigate services and connect with their communities and culture.	
AREAS OF INFLUENCE	KEY RESPONSIBILITIES	DEMONSTRATED BY
Practical and therapeutic support	<p>Undertake evidence informed assessments to assess family safety.</p> <p>Deliver services that ensure children and young people, in the contexts of their families, are actively involved in assessment, service provision, and evaluation.</p> <p>Consistently ensure practical and therapeutic support is trauma informed, strengths based and recovery oriented in accordance with the STTARS Clinical Practice Framework.</p> <p>Supporting families and develop healthy family relationships and to build positive</p>	<p>All families have assessments conducted that identify the most appropriate strategies for meeting the needs of the family and children and young people.</p> <p>Children and young people closely involved in planning and evaluation of the supports provided.</p>



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	<p>social and community networks.</p> <p>Ensure accurate and complete records and data are maintained in relation to the provision of services to families.</p>	
Advocacy	<p>Where appropriate, advocate for children, young people and their families for the purpose of establishing sound connections with appropriate services.</p> <p>Identify services that will assist in meeting clients current and longer term transitional needs.</p>	<p>Advocacy results in establishing key connections for families, resulting in smooth and appropriate transition strategies.</p>
Case management	<p>Develop case plans in partnership with families through assessment of family strengths, needs and risks.</p> <p>Provide case management services to families.</p>	<p>Case management enhances family safety and wellbeing, family functioning, and connections with other services and the community.</p>
Building relationships and partnerships	<p>Participate in and contribute to child and family safety networks.</p>	<p>Partnerships and networks support the delivery of effective supports to clients and their families through effective service coordination and service system navigation.</p>
Record keeping	<p>Prepare and maintain client notes and files, ensuring all information is accurate and recorded to required standards.</p> <p>Prepare reports required for the identification and review of client needs.</p>	<p>Files are accurate and up to date at all times.</p> <p>Client records and notes comply with required standards.</p> <p>Reports prepared accurately reflect client progress and professional standards.</p>
Professional conduct	<p>Work at, and maintain, a high standard of professional and ethical practice.</p>	<p>Consistently adheres to STTARS Staff Code of Conduct.</p>
Accountability	<p>Accurate and timely record keeping for data collection and invoicing.</p> <p>Comply with appropriate regulatory requirements, organisational policies, procedures, and guidelines including mandatory notification, privacy and confidentiality.</p> <p>Responsible for complying with National Mental Health Standards and other relevant quality frameworks.</p>	<p>Efficient and effective time management to maximize client outcomes</p> <p>Consistently meets all requirements as per their individual work plan.</p>



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Education and training	Participate, as directed, in the delivery of community education, training and consultancy on the effects of torture and trauma on adults, children and young people.	Readily participates and consistently adds value.
Agency development	Assist in the planning and evaluation of service delivery. Attend supervision, training and meetings as required. Build effective relationships with local service providers, and other relevant agencies, in order to maximise client access to services.	Evidence of new or enhanced relationships that provide ongoing benefits to clients.



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SELECTION CRITERIA	
Qualifications & other requirements	<ul style="list-style-type: none"> • Relevant tertiary qualifications in social work, psychology, counselling or related health or social science discipline. (Essential) • Three years of experience in a counselling role. (Essential) • Current driver's license. (Essential) • Flexible to work from various work locations as required. (Essential)
Experience & knowledge <ul style="list-style-type: none"> • Proven experience in using evidence informed assessment tools to assess family safety and wellbeing and to establish appropriate therapeutic goals with families (Essential) • Demonstrated knowledge and understanding of intergenerational and complex trauma and the ability to deliver a strengths-based, trauma-informed and culturally responsive service. (Essential) • Proven experience in providing practical and therapeutic support to families, which includes practical assistance, coaching and mentoring, and supporting the development of positive social and community networks. (Essential) • Proven experience in developing case plans in partnership with the family through assessment of family strengths, needs and risks, and ensuring family led goal setting. (Essential). • Proven experience in providing case management to families that enhances their capacity and resilience by helping families to address risk factors and strengthen protective factors. (Essential) • Strong interpersonal skills and a demonstrated ability to build partnerships and work in collaboration with the family and support networks, such as community members, local networks, and other services and professionals. (Essential) • Demonstrated understanding and capacity to work with families who have or are experiencing social issues such as family based violence, substance abuse, mental health, physical health or housing instability. (Preferable) • Experience in understanding and adapting practical and therapeutic supports to cultural sensitivities. (Essential) • Demonstrated understanding of the child protection system and associated processes and available services. (Essential) • Experience in working with interpreters. (Preferable) • Knowledge of significant psychological, social and cultural issues confronting asylum seekers, refugees and people from culturally and linguistically diverse communities and the impact of such factors on the function of individuals, families and communities. (Preferable) 	
Skills and abilities	<ul style="list-style-type: none"> • High level of computer literacy and ability to use a computer based client management system. • High level of time management and coordination skills. • Strong interpersonal, oral and written communication skills. • High standard of report writing skills. • Proven ability to maintain quality client records and data (e.g., case notes and progress notes). • Proven ability to work collaboratively and successfully within a team environment. • Ability to establish and maintain productive relationships with people at all



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	<p>levels, from various cultural backgrounds.</p> <ul style="list-style-type: none">• Ability to work autonomously to achieve outcomes.• Ability to maintain consistent resilience while under varied levels of pressure and challenge.
Special conditions	<p>Appointment to this role is subject to you having a current Department of Human Services Working with Children Check.</p> <p>Some out of hours work may be required.</p> <p>Some inter/intra state travel may be required.</p>
COMPETENCIES	
<p>STTARS will expect all employees to meet the following common standards of behaviour, as outlined in the STTARS Staff Code of Conduct, in addition to accountabilities and outcomes which include but are not limited to:</p> <ul style="list-style-type: none">• Maintaining excellent relationships with and delivering prompt, accurate and efficient service to both internal and external customers by maintaining integrity and encouraging trust.• Staying up to date with and ensuring compliance with all organisational policies and procedures by regularly updating your knowledge of the same.• Managing your own performance and the performance of any employees who report to you in a positive, constructive and proactive manner.• Maintaining and growing your experience of your area of expertise by seeking opportunities to do so both within and outside of the organisation.• No employee is to harass, victimise, discriminate against, vilify or bully any other employee or anyone else that you interact with in the course of your employment.	
<p>This position description provides a general guide as to the major accountabilities of this role. It should not be taken as a definitive list of duties that may be reasonably expected of the incumbent and may vary from time to time.</p>	
<p>Position Description Approved by: Ana Maria Allimant Holas</p> <p>Position Title: Clinical Services Manager</p> <p>Signature: _____ Date: 24/5/2023</p>	