

**Queensland Program of Assistance to Survivors of Torture and Trauma  
Position Description  
Counsellor/Advocate – Early Intervention Team  
August 2010**

<b>Job Title</b>	Counsellor/Advocate
<b>Level</b>	\$51,965 to \$54,295 pro rata with salary sacrifice available
<b>Award</b>	Social, Community, Home Care and Disability Services industry Award 2010
<b>Hours</b>	20 hours
<b>Location</b>	<b><i>Rockhampton – based in CentaCare Rockhampton Offices</i></b>
<b>Team</b>	Early Intervention Team
<b>Cost Centre</b>	Department of Immigration and Citizenship
<b>Reporting to</b>	Co-ordinator – Counselling Services Team
<b>Main Purpose of Position</b>	Provision of assessment, counselling, advocacy and group work services for people from a refugee background, in particularly those who have experienced torture or trauma.
<b>Key Effectiveness Areas</b>	<ul style="list-style-type: none"> <li>• Provision of psycho-social assessments and referral</li> <li>• Provision of direct counselling and support to survivors of torture and trauma including individuals, children, families and groups</li> <li>• Advocacy on behalf of individual clients and their families with a range of government, health and community and social services that are regarded as essential to the support and well-being of survivors of torture and trauma</li> <li>• Preparation of appropriate documentation and reports</li> <li>• Maintenance of client files, records of service users of the agency, statistics and evaluation data</li> <li>• Preparation of appropriate documentation including client reports</li> <li>• Facilitation of psycho-education groups where appropriate</li> <li>• Provision of training and capacity building to mainstream health and community services to support their capacity to work with people from a refugee background</li> </ul>
<b>Number of Direct Reports</b>	Nil
<b>Key Relationships</b>	<p><u>Internal</u> Counselling Services Team Co-ordinator Clinical Services Manager CentaCare Rockhampton Staff Team Members Other QPASTT staff</p> <p><u>External</u> Refugee communities and individuals Multicultural Development Association Community Service Agencies</p>
<b>Key Selection Criteria</b>	<p><u>Essential</u></p> <ol style="list-style-type: none"> <li>1. Tertiary qualifications in a relevant discipline eg: social work, psychology or related discipline.</li> <li>2. Experience in counselling and the ability to undertake comprehensive assessments</li> </ol>

	<ol style="list-style-type: none"> <li>3. Demonstrated experience and sensitivity in working with people from refugee backgrounds and an understanding of their settlement issues.</li> <li>4. Capacity to work with interpreters.</li> <li>5. High level of communication skills and interpersonal skills, including written and oral skills, consultation, negotiation, advocacy, presentation and liaison skills</li> <li>6. Demonstrated experience in advocating on behalf of client groups with a range of government departments and community agencies</li> <li>7. Demonstrated experience in working as a member of a diverse team</li> <li>8. Current Queensland Drivers Licence</li> <li>9. Commitment to the values of QPASTT (see below)</li> </ol> <p><u>Desirable</u></p> <ul style="list-style-type: none"> <li>• Understanding of working with people who have experienced trauma and knowledge relevant to this field.</li> <li>• Eligibility for membership of a professional body</li> </ul>
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<b>QPASTT Values</b>	<b>Key Behaviours</b>
<b>Survivors of torture and trauma come first</b>	<p style="text-align: center;"><b>Client focused Orientation</b></p> <ul style="list-style-type: none"> <li>• Provide a high standard of service and support to our clients and their families that is culturally relevant</li> <li>• Use appropriate communication to accurately determine the needs of our clients</li> <li>• Maintain positive and professional relationships</li> <li>• Ask clients to actively participate in all aspects of service delivery</li> <li>• Respect the human rights of the client, their family and the community</li> </ul>
<b>We value our people and encourage teamwork through mutual respect and trust</b>	<p style="text-align: center;"><b>Teamwork</b></p> <ul style="list-style-type: none"> <li>• Contribute opinions, encourage others to contribute their opinions and build on them</li> <li>• Involve others to achieve outcomes</li> <li>• Engage in collaborative practice with colleagues</li> <li>• Work to achieve common goals</li> <li>• Accept responsibility for achieving shared goals</li> </ul> <p style="text-align: center;"><b>Establish mutual respect and trust</b></p> <ul style="list-style-type: none"> <li>• Communicate genuinely around topics of mutual interest</li> <li>• Build trust through managing and delivering on expectations</li> <li>• Communicate to others that they are valued &amp; important</li> <li>• Seek to build rapport with people</li> </ul>

<p><b>We insist on openness and accountability</b></p>	<p style="text-align: center;"><b>Communication</b></p> <ul style="list-style-type: none"> <li>• Exchange ideas by using suitable language</li> <li>• Demonstrate a clear, concise, open manner appropriate for the audience</li> <li>• Listen when others are communicating</li> <li>• Demonstrate approachable and open body language</li> </ul> <p style="text-align: center;"><b>Accountable</b></p> <ul style="list-style-type: none"> <li>• Provide regular information to the community and other stakeholders outlining our work</li> <li>• Ensure that our service can be accessed by all survivors and that equitable service is received</li> <li>• We will consult regularly with survivors, their families and the community about what needs changing in our service</li> </ul>
<p><b>We adhere to the strongest ethical standards in both practice and research</b></p>	<p style="text-align: center;"><b>Ethics</b></p> <ul style="list-style-type: none"> <li>• Adopt an ethics based approach to all aspects of our work</li> <li>• Ensure the highest standards are achieved in relation to privacy of information and confidentiality</li> <li>• Respect the right of client to disclose whatever level of information they feel comfortable with and how the information is to be used</li> </ul>
<p><b>Our work is supported by reflective practice and innovation to achieve quality client outcomes</b></p>	<p style="text-align: center;"><b>Outcomes</b></p> <ul style="list-style-type: none"> <li>• Focus on delivery of appropriate outcomes for clients</li> </ul> <p style="text-align: center;"><b>Innovation</b></p> <ul style="list-style-type: none"> <li>• Embrace and contribute to new approaches dealing with work and service delivery problems or innovations</li> </ul> <p style="text-align: center;"><b>Reflective Practice</b></p> <ul style="list-style-type: none"> <li>• We regularly review our practice and make changes with a view to providing a quality service.</li> </ul>