



## **S.T.A.R.T.T.S.**

**(Service for the Treatment and Rehabilitation of Torture and Trauma Survivors)**

### **JOB DESCRIPTION**

**Date Reviewed: June 2009**

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<b>POSITION TITLE:</b>	<b>Early Intervention Program (EIP) Team Leader – Liverpool (Locum)</b>
<b>CLASSIFICATION:</b>	Manager and Associated Staff, Level 1 Range: \$57,601 - \$77,482 depending on qualifications and experience
<b>AWARD:</b>	Hospital Managers (State) Award
<b>DEPARTMENT/SERVICE:</b>	STARTTS
<b>PERIOD OF APPRAISAL:</b>	After 3 months
<b>POSITION DURATION:</b>	<b>To end July, 2010</b>

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The Early Intervention Program (EIP) is a service funded by the Department of Immigration and Citizenship (DIAC) as part of its Integrated Humanitarian Settlement Strategy (IHSS) for Refugee and Humanitarian entrants. The EIP provides a comprehensive assessment and short term counselling service for newly arrived entrants in NSW. The EIP works closely together with STARTTS General Services and Community Services programs to provide an integrated approach to addressing the psychological and psychosocial needs of torture and trauma survivors in NSW.

There are two teams of Early Intervention Counsellors, each managed by a team leader. One team is based in Liverpool and the other in Auburn, and this position is based in Liverpool. Team members may also work on a outreach basis up to 3 days per week at other locations. The work of the EIP Team Leader will consist of approximately 75% management, support and supervision of the team and 25% provision of assessment and counselling services to newly arrived entrants in NSW. These proportions may vary depending on circumstances.

#### **ESSENTIAL**

1. Relevant tertiary qualifications in health, counselling, behavioural or social sciences.
2. Skills and experience in management/team leadership
3. Demonstrated counselling experience in a multicultural context.
4. Demonstrated understanding of issues affecting newly arrived refugees, in particular resettlement issues, and the effects of torture on individuals, families and communities.

5. Ability to provide clinical supervision.
6. Excellent oral and written communication skills.
7. Commitment to Human Rights and EEO and OHS & Safe Work Practices
8. Current NSW drivers' licence and access to a car.

### **DESIRABLE**

1. Relevant training/ group work experience
2. Experience in working with refugee communities.
3. Skilled in using Microsoft Office computer programs.

### **ORGANISATIONAL RELATIONSHIPS**

- Responsible to the EIP Co-ordinator

### **PRIMARY OBJECTIVES**

1. To manage a team of Early Intervention Program counsellors including allocation of work, monitoring quality and level of performance, and ensuring effective and efficient use of resources
2. To provide leadership and support in order to ensure the team is able to meet client needs, contractual obligations and financial targets.
3. Provide case supervision to EIP team members.
4. In conjunction with the Program Co-ordinator and other EIP Team Leader to develop and maintain productive partnerships between the EIP and other services throughout NSW ensuring the psychological and psychosocial needs of newly arrived refugees are identified and addressed.
5. To provide assessment, short to medium term counselling (average of 8 sessions), group work and support services to newly arrived refugees as per the terms of the IHSS contract.
6. To ensure the accurate and timely reporting of EIP data and information as per program and contractual requirements.
7. Develop and maintain positive and productive relationships with counterparts within the IHSS consortium and other relevant agencies and stakeholders.
8. To provide supervision, consultancy and/or training to medical, allied health, counselling and other relevant service providers working with newly arrived refugees.

## **PRIMARY DUTIES**

### ***1. Administration***

- Assist the EIP Co-ordinator in the ongoing improvement of appropriate policies and procedures to provide adequate guidelines for all staff involved in the EIP and support the attainment of service provision and financial targets.
- Assist the EIP Co-ordinator and other relevant staff in the ongoing improvement of appropriate mechanisms and procedures for recording and processing EIP service provision data and client records.
- Assist the EIP Co-ordinator in the ongoing improvement of systems to monitor and evaluate the effectiveness of the EIP.
- In conjunction with the EIP Co-ordinator monitor the demand for the sessional locations in which team members are based and review as required.
- Ensure the timely and accurate provision of data for reports, statistics and managerial analysis of the EIP.
- Convene regular team meetings
- Allocate referrals to team members in accordance with the timeframes identified within the contract
- Monitor workload and performance in accordance with service standards, contractual obligations and financial imperatives.
- Liaise with the EIP Co-ordinator and report regularly on matters concerning EIP service delivery, including identified gaps in service provision.
- Participate in EIP meetings, staff meetings and other meetings relevant to duties as required.
- Together with EIP Coordinator and relevant STARTTS staff, develop initiatives to achieve EIP goals and objectives for effective service delivery.
- Assist the EIP Co-ordinator to ensure EIP compliance with STARTTS and Department of Health/Hospital policies and procedures and IHSS contractual obligations.
- Assist the EIP Co-ordinator to ensure that an effective and comprehensive Quality Improvement Program is in place throughout all aspects of STARTTS' EIP service provision.
- In conjunction with STARTTS senior management, participate in the development and implementation of national standards of excellence for torture and trauma services.

- Prepare presentations on particular cases for discussion at weekly clinical/case discussion meetings on a roster basis.

## **2. Personnel and Performance Management**

### ***2.1 For Team***

- Convene recruitment panels and organise induction of team members in accordance with EEO principles and the goals and objectives of the EIP.
- Ensure team members develop and implement appropriate work plans.
- Ensure that team members maintain a minimum counselling workload consistent with contractual obligations, service goals and financial viability requirements.
- Ensure that team members are adequately trained and proficient in the use of the Refugee Comprehensive Assessment Tool and associated documentation procedures
- Conduct regular (at least monthly) performance management meetings and work plan reviews, and annual performance appraisals with team members.
- Facilitate and ensure ongoing professional development of team members through ensuring their participation in STARTTS' Staff Development attendance and attendance at appropriate professional development activities.
- Facilitate team activities and maintain team cohesion and morale.
- Oversee the attendance of team members for the prescribed hours of their work contract and within the operating hours of the service.
- Control staff absences from the centre, including the co-ordination of recreation and other leave in a manner that ensures optimum performance of the team and the service.

### ***2.2 Team Leader***

- Participate in educational and professional development programs.
- Participate in regular performance management and work plan reviews of own work, and clinical supervision.

## ***3 Assessment and counselling***

- Undertake training in the use of the Refugee Comprehensive Assessment Tool and utilize this tool when conducting assessments with newly arrived refugees

- Provide a psychosocial and psychological assessment, counselling, group work and support service to newly arrived refugees in accordance with IHSS contractual requirements.
- Support newly arrived refugees to develop a clear understanding of the issues that may affect them and their children and to understand what services are available to them, and to refer to relevant services as determined by client need.
- Develop and implement case plans in conjunction with newly arrived refugee clients that will assist them to overcome psycho-social settlement difficulties, to manage their traumatic and psychological symptoms and to access relevant community resources.
- Promote EIP assessment and counselling services in conjunction with IHSS Case Coordinators to newly arrived refugees through an information strategy including community information sessions, printed information in community languages and community radio. (This includes ensuring translation of relevant information regarding EIP services where appropriate.)
- Introduce newly arrived refugees to the availability of group programs (such as the Families in Cultural Transition program) specifically designed to assist new arrivals with their settlement process in Australia, and encourage participation.
- Maintain accurate and timely records of client contact and assessment, referral and follow-up, and interventions.

#### 4 *Liaison and Partnerships*

- Liaise closely with IHSS Case Coordinators (and other consortium partners where relevant) in relation to the needs of newly arrived refugees.
- Ongoing development and maintenance of productive relationships and referral pathways between the EIP and consortium partners in the delivery of the Integrated Humanitarian Settlement Strategy (IHSS) services to newly arrived humanitarian entrants.
- In conjunction with other EIP staff develop and maintain productive partnerships and projects between the EIP and other services relevant to the needs of newly arrived refugees.
- Liaise and collaborate with STARTTS General Services, PSP and Community Services teams staff on specific projects of relevance to newly arrived refugees
- To participate in and support community development strategies relevant to building capacity within newly arrived refugees communities
- Provide supervision and consultancy to health, counselling and other relevant service providers working with newly arrived refugees.

**5 Reporting**

- Provide bi-monthly progress reports on activities and issues effecting service delivery to the team to the EIP Co-ordinator.
- Assist EIP Co-ordinator with compiling reports to funding body as necessary, including information necessary to prepare submissions to secure continued funding for the EIP.
- Provide other reports as required.

**6 Training**

- In association with the Training Coordinator deliver training programs for medical, allied health, counselling and other relevant services working with newly arrived refugees.
- Provide input to the development of training materials relevant to the needs of services working with newly arrived refugees

**7 Other Duties**

- Prepare other reports as required.
- Perform other duties as required relevant to this job description.

***HEALTH SERVICE SMOKING POLICY***

STARTTS supports the Department of Health's Policy of Non-Smoking by prohibiting staff, clients and visitors from smoking within STARTTS' premises or vehicles.

REVIEW DATE: \_\_\_\_\_/\_\_\_\_\_/\_\_\_\_\_

EMPLOYEE NAME: \_\_\_\_\_

*I have read and understood the above job description and agree to comply with same.*

Signature: \_\_\_\_\_ Date: \_\_\_\_\_

**CHIEF EXECUTIVE OFFICER: Jorge Aroche**

Signature: \_\_\_\_\_ Date: \_\_\_\_\_