



POSITION DESCRIPTION

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

POSITION NUMBER: 1082-F

Date reviewed/created: February 2025

POSITION TITLE: Neurofeedback Specialist Counsellor

TEAM: Neurofeedback

LOCATION: Sydney Metropolitan Area

AGREEMENT: "NSW (Non-Declared) Affiliated Health Organisations' Professional and Associated Staff Agreement 2022".

CLASSIFICATION: Psychologist, or other relevant classification based on qualifications, experience, and requirements of the role.

A generous salary packaging scheme is also offered.

VACCINATION REQUIREMENT: Category A.

PERIOD OF APPRAISAL: Performance will be assessed within 3 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), a Non-Government Organisation 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 incorporates 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

STARTTS' Neurofeedback Clinic was established in 2007 to provide EEG assessment and neurofeedback treatment to survivors of torture and trauma. STARTTS has found that the application of neurofeedback coupled with psychotherapy has produced positive results with a group of clients who have severe and chronic trauma responses. Neurofeedback has been used with children, young people and adults. The success of neurofeedback with clients experiencing chronic trauma responses is based on a developing understanding of brain activity, the impact of traumatic experiences on brain functioning, and the adaptability and plasticity of the brain. To support the ongoing development of this clinical service, STARTTS is currently expanding the Neurofeedback program to incorporate Biofeedback-based assessment measures and treatment interventions.

ORGANISATIONAL RELATIONSHIPS:

1. Responsible to: *Senior Neurofeedback Team Leader.*
2. Responsible for: *Nil.*

ESSENTIAL REQUIREMENTS:

1. Relevant qualifications and current and full registration with AHPRA or other relevant Peak Body and eligibility for Medicare Provider number.
2. Understanding of refugee issues, and the effects of torture and trauma on clients, their families and communities.
3. Demonstrated experience in providing psychological assessment and testing.
4. Demonstrated counselling experience in working with clients affected by experiences related to torture and trauma.
5. Demonstrated interest in applied neuroscience and use of neuromodulation techniques in working with trauma survivors.
6. Demonstrated qualified training and experience in neurofeedback therapy or willingness to undertake neurofeedback training.
7. Excellent oral, written, interpersonal communication skills and proficiency in the use of Microsoft Office and demonstrated ability to build and maintain effective working relationships, including proven ability to work independently and as part of a multidisciplinary team within a multicultural environment and act with diplomacy and discretion when dealing with sensitive and confidential issues.
8. Current NSW Driver's Licence (P2 licence acceptable).

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

VACCINATION REQUIREMENTS

****This role is a Category A role.** It is mandatory for **Category A** workers to meet and maintain the vaccination criteria (as per the current NSW Health and STARTTS policies).

Vaccination and/or assessment is required for **Category A** workers for the following transmissible diseases – measles, mumps, rubella, hepatitis B, varicella (chickenpox), diphtheria, tetanus, pertussis (whooping cough), influenza and tuberculosis.

COVID19 vaccination is strongly recommended, but not a requirement for employment.

If successful you must provide evidence of vaccination and/or assessment.

Should you not be able to comply with vaccination requirements before your commencement date, the offer of employment may be withdrawn.

If you have a medical reason for why you cannot be vaccinated, a medical contraindication evidence will be required.

BRIEF DESCRIPTION OF ROLE

The main role of Neurofeedback Specialist Counsellor is to provide clinical assessment, counselling, neurofeedback and other modalities of neuromodulation to the refugee clients, survivors of torture and trauma. The Neurofeedback Specialist Counsellor is also responsible for providing training and consultancy related to neuromodulation techniques used in the Neurofeedback Program to other professionals and services and to participate in relevant research/evaluation studies.

PRIMARY OBJECTIVES:

1. Provide clinical assessment, counselling/trauma focused therapies, neurofeedback and other neuromodulation services to refugee children and adults survivors of torture and trauma.
2. Develop, implement and evaluate strategies informed by neuroscience while working with refugee children and adults, survivors of torture and trauma.
3. Collaboratively work within STARTTS Systemic Bio-Psycho-Social approach and provide services in a multidisciplinary setting.
4. Provide psychological, psychophysiological and cognitive assessments when appropriate.
5. Provide neuroscience informed psychological services to STARTTS clients through the Better Outcomes for Mental Health program.

6. Improve quality of treatments for clients from refugee background by providing specialised assessment (EEG/ERP testing) and other forms of psychophysiological assessments (such as TOVA and Stress Test).
 7. Provide consultancy and training related to neuromodulation in general.
 8. Participate in research and evaluation of neurofeedback and other related interventions and services.
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PRIMARY DUTIES:

1. Assessment, Neurofeedback Treatment and Counselling

- 1.1. Provide triage to all clients considered for neurofeedback to assess their appropriateness for neurofeedback treatment.
- 1.2. Provide psychological, psychophysiological and cognitive assessments and evaluation to clients referred to the Neurofeedback Clinic.
- 1.3. Perform EEG/ERP data acquisition, processing and archiving and collect other relevant data.
- 1.4. Provide trauma focused therapies, neurofeedback and other forms of neuromodulation treatment to clients referred to the Neurofeedback Clinic.
- 1.5. Provide case management and advocacy to clients referred to the Neurofeedback Clinic when appropriate.
- 1.6. Liaise with General Practitioners (G) and provide neuroscience informed psychological services to STARTTS clients through Better Outcomes for Mental Health program.
- 1.7. Work with other health and welfare organisations to provide relevant services for clients referred to the Neurofeedback Clinic.
- 1.8. Undertake regular case review and follow-up of clients seen for neurofeedback or other forms of neuromodulation.

2. Training

- 2.1. Undertake relevant training on neurofeedback and applied neuroscience informed treatments for refugees survivors of torture and trauma.
- 2.2. Undertake training about the effects of torture and trauma and the approaches to service provision required for refugees who are survivors of torture and trauma.
- 2.3. Undertake relevant training to achieve BCIA certification in neurofeedback, if required.
- 2.4. Participate in ANFI training activities when required.
- 2.5. Share knowledge, skills and expertise related to neurofeedback/neuromodulation treatment with other professionals through training, mentoring, consultations and case conferences.

3. Research and Evaluation

- 3.1. Participate in relevant research projects.
- 3.2. Participate in relevant evaluation studies.

4. Administration

- 4.1. Comply with the efficient recording and maintenance of client files and program records using CAREHR system.
- 4.2. Ensure that a minimum counselling workload consistent with the role is maintained.
- 4.3. Assist in the evaluation of the effectiveness of services provided.
- 4.4. Other duties as requested in line with grading, qualifications, and experience.

5. Reporting

- 5.1. Prepare reports as required.
- 5.2. Maintain records of client related interventions and training and consultancy provided for other clinicians at STARTTS.

6. Private Assessments provided through the Australian Neurofeedback Institute (ANFI)

- 6.1. Perform EEG/ERP data acquisition, processing and archiving and collect other relevant data for private clients.
- 6.2. Liaise with private referral sources to ensure quality of services.
- 6.3. Manage appointments and cancellations.
- 6.4. Develop and maintain links with private referral sources.

7. Personnel

- 7.1. Contribute to the STARTTS strategic planning process and report on relevant Strategic Plan Key Performance Indicators (KPIs).
- 7.2. Participate actively in the STARTTS Performance Management program and contribute to the development of an annual work plan that aligns with the organisation's Strategic Plan.
- 7.3. Be an active participant in team meetings to maximise contribution to the work of the team.
- 7.4. Participate in STARTTS staff meetings and other relevant meetings.
- 7.5. Work to ensure professional and co-operative working relationships within own team and with other departments across STARTTS.
- 7.6. Participate in identifying quality improvement initiatives/strategies.
- 7.7. Participate in service planning and policy development related to neurofeedback clinic.
- 7.8. Attend and participate in all training opportunities identified for the role.
- 7.9. Liaise with and seek senior advice as required.

8. As a STARTTS employee you are expected to:

- Have commitment to Human Rights, EEO, WHS and Safe Work Practices.
- Carry out the role and responsibilities in a manner that is consistent with delegations, policies, procedures and operations systems of STARTTS and in line with STARTTS Code of Conduct.
- Maintain confidentiality and exercise discretion in relation to all STARTTS matters.
- Actively seek to improve skills and knowledge that will benefit the organisation.
- Project a professional image at all times and in all situations.
- Undertake any other duties that may be required within the area of work.

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.

Induction and Orientation:

- Participate in an Induction and Orientation program with STARTTS.
- Obtain access to Trello and Organimi, which are tools STARTTS utilises for planning, coordination, and project management.
- Provide a clear, passport-style photograph for your profiles on each platform to maintain a visible and identifiable contact within the organisation.

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 **Neurofeedback Specialist Counsellor** 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:** _____

The review for this Position Description is due: February 2027