



POSITION DESCRIPTION

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

POSITION NUMBER: 1161

Date reviewed/created: November 2021

POSITION TITLE: Senior Child and Adolescent Counsellor

TEAM: Clinical Services Team

LOCATION: Sydney metropolitan area

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

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

A generous salary packaging scheme is also offered.

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

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, 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 and Research Coordinator
2. Responsible for: Nil

SELECTION CRITERIA:

Essential Criteria:

1. Tertiary Qualifications in Counselling, Psychology, Social Work or another relevant Allied Health discipline.
2. Minimum five years of experience working as a counsellor with people from refugee backgrounds, with a knowledge of the refugee sector and a demonstrated understanding of refugee issues, and the effects of torture and trauma on families, children and adolescents from a refugee background.
3. Demonstrated ability to conduct individual assessment and short to medium term interventions with children and adolescents.
4. Demonstrated ability to provide clinical supervisor/consultancy to Child and Adolescent counsellors at STARTTS and consultancy and training to school counsellors and teachers assisting children and youth from refugee and refugee like backgrounds.
5. Demonstrated experience in running groups with children and adolescents.
6. Demonstrated understanding of the NSW Education system and needs of children and adolescents.
7. Proficiency in the use of Microsoft Office and relevant experience in conducting training.
8. Demonstrated advocacy and community development skills and experience.
9. Excellent written, oral and interpersonal communication skills and ability to work with minimum supervision and as part of a multicultural team.

Desirable Criteria:

1. Bi-lingual in a community language relevant to refugee communities living in NSW.
2. Driver's License.

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

**All STARTTS workers are required to have received at least one dose of a COVID19 vaccine by 30 September 2021 and two doses by 30 November 2021 or have an approved medical contraindication certificate. You will be required to provide a record of your COVID-19 vaccination status if successful.*

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 Child and Adolescent Counsellors/Project Officers located within Direct Services Teams; provision of limited assessment and counselling services to Children and Adolescents; provision of leadership in relation to capacity building of STARTTS staff and relevant service providers to enhance their ability to provide interventions to Children and Adolescents (and refugees more generally); and leadership in development of policies and frameworks relevant to children and adolescent interventions. This position will spend one-day per week on training related activities.

PRIMARY OBJECTIVES:

1. To take a lead role in development of a consolidated and coherent approach to STARTTS work with Children and Adolescents.
 2. To provide clinical consultancy, mentoring and professional development support / training to child and adolescent counsellors and generalist counsellors working with children and others as required.
 3. To provide limited individual and group assessment and counselling interventions where required.
 4. Contribute to the allocation processes at STARTTS to ensure best possible fit between child and adolescent clients and assigned/allocated counsellors.
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PRIMARY DUTIES:

1. Take a lead role in development of a consolidated and coherent approach to STARTTS work with Children and Adolescents.

- 1.1. In collaboration with relevant STARTTS staff, develop an action plan and priorities for the Clinical Services Area, informing to and by the STARTTS' Strategic Plan in the work of STARTTS with children and adolescents.
- 1.2. Oversee the implementation of the action plan to ensure consolidated and coherent approach.
- 1.3. Maintain up-to-date knowledge of all STARTTS clinical work with children and adolescents including those seen at schools.
- 1.4. Co-Facilitate STARTTS Children and Young People leadership (CYPL) meetings with Youth Team Leader and School Liaison Team Leader and ensure follow up from group meetings.
- 1.5. Identify service gaps and advise STARTTS Management on options to address those gaps.

2. Provide clinical consultancy, professional mentoring, support and training to STARTTS' counsellors child and adolescent counsellors and other generalist counsellors working with children and youth from refugee and refugee like backgrounds, and others outside of STARTTS

2.1. Clinical Consultancy

- 2.1.1 Provide clinical supervision and training to STARTTS' Child and Adolescent counsellors, generalist counsellors working with children and adolescents with the aim to increase their understanding of the issues that affect refugee children and adolescents.
- 2.1.2 Provide clinical supervision and training to STARTTS' generalist counsellors working with children and adolescents with the aim to increase their understanding of the issues that affect refugee children and adolescents.
- 2.1.3 Provide (when appropriate and requested) the following:
 - 2.1.3.1 Clinical consultancy, training and support to school counsellors and teachers assisting children and youth from refugee and refugee like backgrounds.
 - 2.1.3.2 Clinical consultancy, training and support to other service providers working with refugees, especially on issues affecting refugee children and youth from refugee and refugee like backgrounds.
 - 2.1.3.3 Case reviews and ad hoc clinical consultations with counsellors from STARTTS, working with children and youth complex cases and follow-up case's development and outcomes.

2.2. Professional Mentoring and Support

- 2.2.1 Development and implementation of strategies and forums (complementing training and consultancy strategies) aimed to Increase knowledge and practical skills for working with children and adolescents amongst general counsellors at STARTTS. These include (but not only) the following:
 - 2.2.1.1 Hold monthly meetings with Child and Adolescent Counsellors to discuss clinical work identify training needs, and work on specific projects relevant to clinical work.
 - 2.2.1.2 Hold annual Planning and C and Adolescent counsellors Group Building Day to identify needs and inform yearly objectives and goals.
 - 2.2.1.3 Participate in the planning and development of resources to assist Children and Adolescent STARTTS generalist counsellors in their work with refugee children and young people.

2.3. Training

- 2.3.1 In association with the STARTTS Training Team, and following the guidance and directives of the Training Coordinator, plan, develop and facilitate/conduct high quality professional development and learning programs, sessions and other presentations with a focus on the issues affecting people from refugee backgrounds, particularly children and adolescents, for a wide range of audiences. These include: Health and community

services organisations and providers; schools and other educational institutions; community and volunteer groups, and STARTTS staff.

- 2.3.2 Become familiar with and competent in the use of STARTTS' professional development packages, STARTTS' services and programs and deliver engaging and participatory workshops, presentations and other types of trainings using STARTTS' standardised professional development packages and other relevant materials in particular, but not limited to, those regarding the work with refugee children and youth from refugee and refugee like backgrounds.
- 2.3.3 Review, update and improve existing professional development packages and resources related to the work with refugee children and adolescents and in particular, the review and updates of the Child and Adolescent sections in the Clinical Manual.
- 2.3.4 Liaise with Clinical Services Coordinator and senior specialised positions within STARTTS to ensure that all counsellors providing direct services and other relevant positions working with children and youth from refugee and refugee like backgrounds, receive a coherent, well balanced specialised training and support packages.
- 2.3.5 Comply with the Training team administrative processes by:
 - 2.3.5.1 Completing appropriate administrative forms and enter data on the training database for all trainings delivered.
 - 2.3.5.2 Ensure audience needs are met through prior needs assessment and that all trainings are evaluated using STARTTS' feedback forms where appropriate.
 - 2.3.5.3 Provide the necessary reports of training activities (including bimonthly reports) to the Training Coordinator.

3. Provide limited individual and group assessment and counselling interventions where required.

- 3.1. Provide counselling to no more than 4 clients at the time.
- 3.2. Work with STARTTS child and adolescent and generalist counsellors in co-therapy to deliver counselling interventions where relevant.

4. Contribute to the allocation processes at STARTTS to ensure best possible fit between child and adolescent clients and assigned counsellors.

- 4.1. Develop framework to evaluate generalist counsellors' capacity to work effectively with the different age groups considered to be in the child and adolescent group.
- 4.2. Maintain inventory of generalist counsellors suitable, interested and qualified to work with children and or adolescents.
- 4.3. Attend allocation meetings and assist with allocations to ensure best possible fit between allocated counsellor and child and adolescent clients.

5. Administration

- 5.1. Assist in the evaluation of the effectiveness of services provided.
- 5.2. Ensure the efficient recording of client files and program records.

6. Personnel

- 6.1. Participate in STARTTS Performance Management program and in the development of an annual Work Plan.
- 6.2. Be an active participant in team meetings to maximise contribution to the work of the team
- 6.3. Participate in STARTTS staff meetings and other relevant meetings
- 6.4. Work to ensure professional and co-operative working relationships within own team and with other departments across STARTTS.
- 6.5. Participate in identifying quality improvement initiatives/strategies.
- 6.6. Attend and participate in all training opportunities identified for the role.
- 6.7. Liaise with and seek senior advice as required.

7. 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.
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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.
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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 Child and Adolescent 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: November 2023