



POSITION DESCRIPTION

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

POSITION NUMBER: 1042

Date reviewed/created: April 2022

POSITION TITLE: Intake Team Leader/Counsellor

TEAM: Direct Services Program, Intake Team

LOCATION: Sydney Metropolitan area

AGREEMENT: "NSW (Non-Declared) Affiliated Health Organisations' Health Employees Agreement 2019".

CLASSIFICATION: Health Manager Level 2

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

Team leader position is one of the crucial medium level management positions, aiming to support team development and managing quality of clinical, community development and training/research duties of counsellors/ projects officers that work in the team.

STARTTS' Intake is a primary interface between the organisation and the community, and is responsible for receiving and processing all STARTTS' incoming referrals. Consequently, all members of the Intake Team are required to provide a high level of customer service to both the internal and external stakeholders, to manage a high volume of confidential client-related information, allocations and client files, and to do so with a strong attention to detail and in a timely manner. It also consists of having extensive knowledge with the use of the client database PAS and CAREHR.

ORGANISATIONAL RELATIONSHIPS:

1. Responsible to: STARTTS Direct Services Coordinator
2. Responsible for: Intake Team Members (Intake Counsellors and Intake Data Entry Administrative Officers)

SELECTION CRITERIA:**Essential Criteria:**

1. Tertiary qualifications in health, counselling, behavioural or social sciences.
2. Demonstrated skills and experience in management/team leadership.
3. Demonstrated excellent oral, written and interpersonal communication skills with the ability to work independently and as part of a management team.
4. Demonstrated skills and experience related to assessment, counselling, group work and training in a cross-cultural context.
5. Knowledge of and experience in using databases such as CAREHR and PAS and databases/spreadsheets including Microsoft Access and Excel.
6. Demonstrated understanding of the issues affecting refugees in particular resettlement issues, and the effects of torture on individuals, young people, families, and communities, by incorporating knowledge of the cultures and health needs of refugee communities in Sydney metropolitan areas.
7. Knowledge and experience in community development, community liaison and advocacy.
8. Experience in working with children and adolescents in a clinical setting.
9. Current NSW Driver's Licence.

Desirable Criteria:

1. Knowledge of local communities in Sydney metropolitan areas and available services.
2. Post graduate qualifications in a relevant discipline.

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

COVID -19 REQUIREMENTS

*In line with the Public Health Order, all STARTTS workers are considered Health Workers and are required to be vaccinated against COVID-19. In order to be eligible for consideration for employment with STARTTS, all recruits must provide evidence of vaccination against COVID-19, or alternatively provide a Medical Contraindication in the approved form which complies with the requirements of the Public Health Order, prior to appointment. Should you not be able to comply before your commencement date, the offer of employment may be withdrawn.

BRIEF DESCRIPTION OF ROLE

This position forms part of STARTTS Direct Services program leading a team of intake counsellors, overseeing team activities, supporting team members and providing regular performance management.

The Direct Services program offers a range of services based on a bio-psycho-social model to refugees and people from refugee like background whose lives have been affected by torture and other traumatic events as part of their refugee experience. These services include comprehensive assessment and referral, short to medium term culturally appropriate counselling and psychotherapeutic interventions, group work and community development interventions, as well as other relevant activities. Teams are based in metropolitan Sydney, currently in Carramar, Auburn, Blacktown and Liverpool but whose work will involve regular travel to other areas of Sydney and on occasions to regional NSW. The Intake Team leader role is responsible for intake counsellors and Intake administration officers responsible for entering data and client information. Management of the waiting list and a utilisation and implementation of the STARTTS client database (PAS and CAREHR)

PRIMARY OBJECTIVES:

1. To manage Intake Team of counsellors and administration officers ensuring effective and efficient use of resources and a high standard effective service provision.
2. To ensure that the Intake Team is fully accountable to the organisation for the human resources it represents and the physical resources it utilises.
3. To ensure the accurate and timely reporting of HSS, Non-HSS, Clinical Support and Training data and information as per program and contractual requirements.

PRIMARY DUTIES:**1. Administration**

- 1.1. Assist in the ongoing improvement of appropriate policies and procedures to provide adequate guidelines for team members and support the attainment of service provision and financial targets.
- 1.2. Assist senior management and other relevant staff in the ongoing improvement of appropriate mechanisms and procedures for recording and processing service provision data and client records.
- 1.3. In cooperation with STARTTS senior management develop plans, strategies and innovative approaches to ensure that refugees settling in Sydney metropolitan area receive appropriate services to address the impact of torture and trauma.
- 1.4. Ensure PAS and CAREHR databases are utilised by the intake counsellors and intake admin personnel. Monitoring intake process and assuring referrals are entered in PAS database and compatible with CAREHR.
- 1.5. Provide services as per the terms of the (Programme of Assistance to Survivors of Torture and Trauma) PASTT contract and maintain productive working relationships with HSS and Non HSS service providers in the areas of Direct Services team responsibility.
- 1.6. Develop and implement strategies to ensure team cohesion while supporting and managing a team of counsellors and administration officers servicing geographically distant communities. Identify traumatised people in refugee communities in Sydney metropolitan areas and provide an assessment counselling and referral service to refugee families, children and adolescents.
- 1.7. Ensure adequate communication and flow of information takes place within the team, other Direct Services Teams, Management and other relevant STARTTS staff.
- 1.8. In collaboration with other STARTTS services, develop and implement relevant community education and social support programs of benefit to people from affected refugee communities.
- 1.9. Ensure the efficient recording of client files and program records, as well as adherence to STARTTS protocols for the transfer/delivery of client records.
- 1.10. Ensure the timely and accurate provision of HSS and NON-HSS data for reports.
- 1.11. Convene regular team meetings and allocation meetings.
- 1.12. Allocate referrals to team members in accordance with the timeframes identified within contracts and in accordance with STARTTS" guidelines.
- 1.13. Liaise with the DS Co-ordinator and report regularly on matters concerning direct services delivery, including identified gaps in service provision and develop initiatives to achieve DS goals and objectives.
- 1.14. Ensure Intake Team compliance with STARTTS and Department of Health/Hospital policies and procedures and contractual obligations.
- 1.15. Ensure that an effective and comprehensive Quality Improvement Program is in place throughout all aspects of Intake Team and Direct Services provision.
- 1.16. Provide services across Sydney metropolitan areas as required.

2. Team Management

- 2.1. Allocation of work, monitoring quality and level of performance for counsellors and administrative officers within the team.
- 2.2. Undertake the recruitment and induction of team members in accordance with EEO principles and the goals and objectives of Intake team.
- 2.3. To participate in STARTTS strategic planning process and support team members to develop and implement appropriate work plans.
- 2.4. Monitor workload and performance in accordance with service standards, contractual obligations and financial imperatives, ensuring that team members maintain a counselling workload consistent with service goals, contractual obligations, and financial viability requirements.
- 2.5. Ensure that team members are adequately trained and proficient in the use of the MultiCASI based interactive psychometric battery, and specifically, the administration and scoring of the Harvard Trauma Questionnaire, Hopkins Symptom Check List, and Refugee Comprehensive Assessment Tool and associated documentation procedures.
- 2.6. Conduct fortnightly/monthly performance management meetings and work plan reviews, and annual performance appraisals with team members.
- 2.7. Ensure that all staff in Intake Team receives adequate performance management, clinical consultation, training and support to realize their potential in the performance of their duties.
- 2.8. Facilitate and ensure ongoing professional development of team members by jointly developing a staff development plan with all staff, supervise staff and ensuring their participation in STARTTS" Staff Development activities and attendance of appropriate professional development activities.
- 2.9. 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.

3. Assessment and Counselling

- 3.1. Provide a psychosocial and psychological assessment, counselling, group work and support service to refugees in accordance with service principles and contractual requirements.
- 3.2. Provide assessment, short to medium term counselling and support services to refugees both newly arrived and established, permanent residents and asylum seekers, whose experience of torture and trauma is affecting settlement and other areas of their lives.
- 3.3. Support 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.
- 3.4. Develop and implement case plans in conjunction with 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.
- 3.5. Introduce refugees to the availability of group programs (such as the Families in Cultural Transition program) specifically designed to assist refugees with their settlement process in Australia, and encourage participation.
- 3.6. Maintain accurate and timely records of client contact and assessment, referral and follow-up, and interventions.
- 3.7. Participate in relevant research projects.
- 3.8. Participate in educational and professional development programs to enhance understanding of the effects of torture and trauma and scientific and clinical advances that may result in better mental health and lifestyle outcomes for torture survivors.

4. Liaison and Partnerships

- 4.1. Gain thorough knowledge of refugee communities and services in Sydney metropolitan areas in order to assist other health and welfare organisations to provide relevant service directions for torture and trauma survivors from refugee communities.

- 4.2. Develop and maintain productive partnerships between STARTTS Teams and other services within the Sydney metropolitan areas relevant to the needs of newly arrived and established refugees to ensure effective service provision, maintaining productive relationships and referral pathways in regards to HSS and Non-HSS clients, including children, asylum seeker and community detention clients.
- 4.3. Liaise and collaborate with the STARTTS Program areas, Direct Services, Clinical and Research team, and Community Services team staff on specific projects of relevance to refugees settling in Sydney metropolitan areas.
- 4.4. Participate in and support community development strategies relevant to building capacity within refugees communities in Sydney metropolitan areas.
- 4.5. Provide clinical supervision/consultation and/or training to other service providers working with newly-arrived refugees and refugee communities including medical, allied health, counselling and other relevant service providers.

5. Reporting

- 5.1. Prepare reports on services relating to areas of work bi-monthly or as required.
- 5.2. Provide statistical information and maintain records of interventions, client allocations, management of the waiting list.
- 5.3. Prepare monthly reports addressing covering Direct Services contractual reporting requirements.
- 5.4. Assist the Direct Services Coordinator in the preparation of Annual reports as required.
- 5.5. Provide other reports as required.

6. Training

- 6.1. In association with the Training Team conduct training programs for medical, allied health, counselling and other relevant services and volunteer groups working with refugees.
- 6.2. Provide input to the development of training materials relevant to the needs of services working with newly arrived refugees.

7. Resource Management

- 7.1. Support and assist STARTTS staff in the management of physical resources and liaison with suppliers and contractors associated with office maintenance.
- 7.2. Liaise with the relevant Coordinators regarding resource management.

8. Personal

- 8.1. Participate in STARTTS Performance Management program and in the development of an annual Work Plan and clinical supervision.
- 8.2. Be an active participant in team meetings to maximise contribution to the work of the team
- 8.3. Participate in STARTTS staff meetings, team meetings and other relevant meetings
- 8.4. Work to ensure professional and co-operative working relationships within own team and with other departments across STARTTS.
- 8.5. Participate in identifying quality improvement initiatives/strategies.
- 8.6. Attend and participate in all training opportunities identified for the role.
- 8.7. Liaise with and seek senior advice as required.

9. 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.

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 (ie 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 **Intake Team Leader/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:** _____

Next position description review due: April 2024