



POSITION DESCRIPTION

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

POSITION NUMBER: 1045

Date reviewed/created: November 2023

POSITION TITLE: Direct Services Program- Rural and Regional Team Leader/Counsellor (Southern Region of NSW)

TEAM: Rural & Regional

LOCATION: TBA

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

CLASSIFICATION: Health Services Manager Level 2.

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

Rural and Regional Team Leader/Counsellor (Southern Region of NSW) is responsible for the Southern Region of NSW, including Wollongong, Wagga Wagga and Albury and outreach areas. It fits into the Direct Services Program, which provides psychological assessment and treatment for all age groups; it supports small and diverse refugee communities to identify their needs and strengths and implement projects that enhance community members' lives; collaborates with other service providers in a selected geographical region; and participates in provision of training and consultations to service providers working with STARTTS' client group.

ORGANISATIONAL RELATIONSHIPS:

1. Responsible to: Direct Services Coordinator
2. Responsible for: Direct Services Counsellors/Project Officers located in Southern Region of NSW & Outreach areas

SELECTION CRITERIA:**Essential Requirements:**

1. Tertiary qualifications in health, counselling, behavioural or social sciences.
2. Demonstrated skills and experience in management/team leadership and capacity to manage Rural and Regional sub teams in Southern Region of NSW (Wollongong, Wagga Wagga and Albury).
3. The position has a strong emphasis on engagement with service providers, the promotion of STARTTS work in the Region, cooperation with community leaders and experience in community development, community liaison and advocacy.
4. Demonstrated excellent oral, written and interpersonal communication skills and ability to work independently and as part of a management team.
5. Demonstrated skills and experience related to assessment, counselling, group work and training in a cross-cultural context and experience in working with children and adolescents in a clinical setting.
6. Demonstrated understanding of the issues affecting refugees in particular resettlement issues, and the effects of torture on individuals, young people, families, and communities including issues/challenges of providing services in rural and regional settings.
7. Demonstrated capacity to deliver training to mainstream service providers and ability to provide clinical supervision including students via endorsement scheme.
8. Current unrestricted NSW Driver's Licence (P2 acceptable)

Desirable Requirements:

1. Knowledge of local communities in NSW regional centres and available services.
2. Bi-lingual in a language relevant to STARTTS' client group.

*This position is considered child-related employment and will require a Working with Children Background 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) including annual Influenza vaccinations. Two doses of an approved COVID-19 vaccine will be required to provide a record of your COVID-19 vaccination status. If successful you must provide evidence of vaccination.

Additionally, vaccination and/or assessment is required for Category A workers for the following transmissible diseases – measles, mumps, rubella, varicella (chickenpox), hepatitis B, diphtheria, tetanus, pertussis (whooping cough) and tuberculosis. If successful you must also 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 Rural & Regional Team Leader/Counsellor (Southern Region of NSW) has a role in overseeing the Rural and Regional team activities in the Southern Region and outreach areas, support counsellors in their teams, provide regular performance management, respond to requirements and contractual duties placed upon Direct Services Program and collaborate with Direct Services and other relevant Coordinators and participate with their fellow Direct Services Team Leaders. Provide assessment, short to medium term counselling and support services to refugees both newly arrived and established, permanent residents and asylum seekers.

PRIMARY OBJECTIVES:

1. To manage the Rural and Regional Direct Services team of counsellors located in Southern Region of NSW; allocation of work, monitoring quality and level of performance, and ensuring effective and efficient use of resources and a high standard effective service provision.

2. In cooperation with STARTTS senior management develop plans, strategies and innovative approaches to ensure that refugees settling in Southern Region of NSW receive appropriate services to address the impact of torture and trauma.
3. Ensure that Direct Services Counsellors in the Rural and Regional Direct Services Team (Southern Region) are fully accountable to the organization for the human resources it represents and the physical resources it utilizes.
4. 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.
5. Develop and maintain productive partnerships between the Rural and Regional Direct Services team (Southern Region) and other STARTTS' services, as well as service providers in rural and regional areas in Southern Regions of NSW relevant to the needs of newly arrived and established refugees to ensure effective service provision.
6. To ensure the accurate and timely reporting of HSS, Non-HSS, Clinical Support and Training data and information as per program and contractual requirements.
7. Ensure that all staff in the Rural and Regional Direct Services Team (Southern Region) receives adequate performance management, clinical supervision, training and support to realize their potential in the performance of their duties.
8. Develop and implement strategies to ensure team cohesion while supporting and managing a team of counsellors servicing geographically distant communities. Identify traumatised people in refugee communities in the Southern Region of NSW and provide an assessment counselling and referral service to refugee families, children and adolescents.
9. Ensure adequate communication and flow of information takes place within the Southern Regional Team of NSW, Northern Regional Team of NSW, other Direct Services Teams, Management and other relevant STARTTS' staff.
10. To 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.
11. Provide consultancy 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.
12. In collaboration with other STARTTS' services, develop and implement relevant community education and social support programs of benefit to people from affected refugee communities.

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. Ensure the efficient recording of client files and program records, as well as adherence to STARTTS protocols for the transfer/delivery of client records
- 1.4. Ensure the timely and accurate provision of HSS and NON-HSS data for reports.
- 1.5. Convene regular team meetings
- 1.6. Allocate referrals to team members in accordance with the timeframes identified within contracts and in accordance with STARTTS' guidelines
- 1.7. Monitor workload and performance in accordance with service standards, contractual obligations and financial imperatives.
- 1.8. Liaise with the DS Coordinator and report regularly on matters concerning direct services delivery, including identified gaps in service provision and develop initiatives to achieve DS goals and objectives

- 1.9. Ensure Southern Region Rural and Regional Direct Services Team's compliance with STARTTS and NSW Health policies and procedures and contractual obligations.
- 1.10. Ensure that an effective and comprehensive Quality Improvement Program is in place throughout all aspects of the Rural and Regional Direct Services team's provision in the Southern Region of NSW.

2. Personnel and Team Management

For Team

- 2.1. Undertake the recruitment and induction of team members in accordance with EEO principles and the goals and objectives of the Rural and Regional Direct Services team – Southern Region of NSW.
- 2.2. To participate in STARTTS strategic planning process and support team members to develop and implement appropriate work plans.
- 2.3. Ensure that Counsellor/Project Officer team members maintain a counselling workload consistent with service goals, contractual obligations, and financial viability requirements.
- 2.4. Ensure that Counsellor/Project Officer 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, WHO-5, and Refugee Comprehensive Assessment Tool and associated documentation procedures.
- 2.5. Assist Counsellor/Project Officer team members in the preparation of work plans in accordance with a formula that ensures clinical, community work and training interventions are adequately addressed. Work plans will incorporate a minimum 50% clinical work, 30% of community development work and 20% training or other activities as agreed.
- 2.6. Conduct fortnightly/monthly performance management meetings and work plan reviews, and annual performance appraisals with team members.
- 2.7. 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.
- 2.8. Facilitate team activities and maintain team cohesion and morale and resource team members through various media as required.
- 2.9. Oversee the attendance of team members for the prescribed hours of their work contract and within the operating hours of the service.
- 2.10. Control staff absences from the centre, including excessive sick leave, monitor levels of accrued Allocated Days Off (ADO) to ensure adherence to policy and the co-ordination of recreation and other leave in a manner that ensures optimum performance of the team and the service.

Team Leader

- 2.11. 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.
- 2.12. Participate in regular performance management and work plan reviews of own work, and clinical supervision.

3. Assessment and Counselling

- 3.1. Undertake training in the use of the MultiCASI, Harvard Trauma Questionnaire, Hopkins Symptom Check List, WHO-5 and Refugee Comprehensive Assessment Tool and utilize this tool when conducting assessments with STARTTS clients.
- 3.2. Provide a psychosocial and psychological assessment, counselling, group work and support service to refugees in accordance with service principles and contractual requirements.
- 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. Provide services across Sydney metropolitan areas and rural and regional areas as directed.

4. Liaison and Partnerships

- 4.1. Identify, engage and coordinate collaboration gain thorough knowledge of refugee communities and services in the rural and regional (Southern Region of NSW) in order to assist other health and welfare organisations to provide relevant service directions for torture and trauma survivors from refugee communities.
- 4.2. Ongoing development and maintenance of productive relationships and referral pathways in regards to HSS and Non-HSS clients, including children, asylum seeker and community detention clients.
- 4.3. Develop and maintain knowledge of relevant stakeholders in the area covered by the site.
- 4.4. Represent STARTTS at key local fora or otherwise ensure that STARTTS is adequately represented.
- 4.5. Manage allocation of stakeholder engagements (e.g. interagencies, collaborative projects, refugee community contacts) in the area covered by the site.
- 4.6. Ensure development and maintenance of productive relationships and referral pathways in the area covered by the site.
- 4.7. Liaise and collaborate with the STARTTS Program areas, Rural and Regional Team (Northern Region), Direct Services Program, Clinical and Research team, and Community Services team's staff on specific projects of relevance to refugees settling in the Southern Rural and regional areas of NSW.
- 4.8. Participate in and support community development strategies relevant to building capacity within refugees communities Southern Rural and regional areas NSW.
- 4.9. Provide supervision and consultancy to health, counselling and other relevant service providers working with newly arrived refugees.
- 4.10. Identify gaps in services and initiate new services in consultation with the Direct Services Coordinator, Senior and Executive managers of STARTTS.
- 4.11. Ensure staff on site provide input into STARTTS' policy and systems advocacy initiatives proactively and when required.

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.
- 5.3. Prepare bi-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. Personnel

- 8.1. Participate in STARTTS Performance Management program and in the development of an annual Work Plan.
- 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 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 (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 **Direct Services Program- Rural and Regional Team Leader/Counsellor (Southern Region of NSW)** 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 2025