



## POSITION DESCRIPTION

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

**POSITION NUMBER:** 1161

**Date reviewed/created:** January 2024

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**POSITION TITLE:** Senior Child & Adolescent Counsellor/Project Officer

**TEAM:** Clinical Services Team

**LOCATION:** Carramar

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

**CLASSIFICATION:** Psychologist, Clinical Psychologist, Social Worker, 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.

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### 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.

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### Background to the Program Area of the Position

The Clinical Services Team consists of a group of clinicians specialised in various areas who provide direct client service as well as act as a resource for other STARTTS staff. Its services include Early Childhood Clinic, Student Clinic, Physiotherapy and Body Centred Therapies and Psychiatry. This position will support the work of STARTTS with children, young people and their caregivers across all areas and will convene and facilitate meetings to support and coordinate the work and professional development of Child & Adolescent counsellors across the agency. This requires proactive consultation about the impact and implications of relevant projects, policies, and procedures across STARTTS to identify opportunities for collaboration both within STARTTS and with external partners.

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### ORGANISATIONAL RELATIONSHIPS:

1. Responsible to: *Clinical Services Team Leader*
2. Responsible for: *NIL*

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## ESSENTIAL REQUIREMENTS:

1. Tertiary Qualifications in Counselling, Psychology, Social Work or another relevant Allied Health discipline.
2. Demonstrated clinical knowledge, skill and clinical experience in the provision of psychological interventions across the lifespan. Demonstrated knowledge and skills in the use of therapies such as Cognitive Behavioural Therapies, Trauma Reprocessing Therapies, and other relevant modalities for working with children and adolescents. Demonstrated skills in working with families from both systemic and other relevant modalities.
3. Demonstrated ability to provide clinical consultancy and supervision to counsellors working with children, adolescents, and their families. An understanding of the school context and experience supporting school counsellors and/or teachers would be beneficial.
4. Demonstrated experience in running clinical or therapeutic groups with children and adolescents.
5. Demonstrated experience or interest in developing and delivering training & professional development workshops to a diverse range of participants, following best-practice adult education principles.
6. Understanding of the effects of torture and refugee trauma on individuals, families, and communities and its impact on resettlement in the Australian context.
7. Advanced time management skills to deliver projects efficiently and on time.
8. Excellent oral, written & interpersonal communication skills and proficiency in the use of Microsoft Office and ability to work independently and as part of a multidisciplinary team within a multicultural environment.

## Desirable Requirements:

- Bi-lingual in a community language relevant to refugee communities living in NSW.
- Experience in working with interpreters to provide healthcare services.
- Unrestricted NSW Driver's License.

\*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) 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.

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## 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 in the context of the STARTTS Training Team.

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## **PRIMARY OBJECTIVES:**

1. To take a leading role in development of a coordinated and coherent approach to STARTTS work with Children and Adolescents informed by best practice and the latest developments in relevant areas of research.
2. To develop and improve systems for 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 development of allocation processes at STARTTS that ensure the best possible fit between child and adolescent clients and assigned/allocated counsellors.

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## **PRIMARY DUTIES:**

### **1. Leadership**

- 1.1. Take a leading role in development of a coordinated and coherent approach to STARTTS work with Children and Adolescents.
- 1.2. In collaboration with relevant STARTTS staff, develop a strategy to enhance knowledge and practical skills on working with children and adolescents amongst general counsellors at STARTTS,
- 1.3. Complete a review of arrangements in place to support and provide clinical consultancy and training to C&A counsellors. This will contribute to the broader review of clinical consultation at STARTTS completed by the Clinical Services Team.
- 1.4. Complete a review of suitable assessment tools and develop a proposal to structure assessment of children and adolescent clients presenting for treatment at STARTTS.
- 1.5. Contribute to building and maintaining strategic interagency and shared care partnerships.
  - 1.5.1. Represent STARTTS in the HARK shared care collaboration.
  - 1.5.2. Represent STARTTS in the University of Sydney SPEECH Outreach Clinic collaboration.

### **2. Mentorship and Training**

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. Support and participate in the provision of clinical consultation 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.
- 2.1.2. Provide and support other STARTTS C&A counsellors to provide, the following:
  - 2.1.2.1. Clinical consultancy, training and support to school counsellors and teachers assisting children and youth from refugee and refugee like backgrounds.
  - 2.1.2.2. 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.
  - 2.1.2.3. 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. Lead the 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. Convening 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. Convening an annual C&A counsellors Group Building Day to identify needs and inform yearly objectives and goals.
- 2.2.1.3. Participating 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 & Research 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.

### **3. Clinical Counselling Duties:** in the context of a limited caseload.

- 3.1. Provide assessment and counselling services to child and adolescent clients.
- 3.2. Maintain a limited caseload of several clients, such that total OOS of client services is equivalent no more than 0.2 FTE (4 OOS per week).
- 3.3. Maintain flexibility in client services and consultation caseload in response to critical project demands and service demands.

### **4. Allocation**

- 4.1. Contribute to the allocation processes at STARTTS to ensure best possible fit between child and adolescent clients and assigned counsellors.
- 4.2. Support the Senior Clinical Consultant/Counsellor in the development of a framework to evaluate generalist counsellors' capacity to work effectively with different age groups (relevant to those considered to be in the child and adolescent group).
- 4.3. Attend allocation meetings and assist with allocations to ensure best possible fit between allocated counsellor and child and adolescent clients.

## 5. Reporting

- 5.1. Support the Clinical Services Team Leader by contributing to the preparation of bi-monthly reports for relevant projects.
- 5.2. Provide accurate and timely reports of research data as requested and contribute to the dissemination of results, with minimal supervision.
- 5.3. Supply statistical information and maintain accurate client and group work records, with minimal supervision.
- 5.4. Provide statistical or client reports as directed, in a timely manner.
- 5.5. Provide assistance and guidance to C&A counsellors in the preparation of client reports and statistical analysis of their caseload data.
- 5.6. Support the team leader in preparation of tenders and grants for external funding through academic and health organisations and contribute to those initiated by STARTTS staff members.
- 5.7. Support the team leader in preparation of Ethics Committee applications and Governance forms with the assistance of the research team leader.

## 6. Personnel

- 6.1. Contribute to the STARTTS strategic planning process and report on relevant Strategic Plan Key Performance Indicators (KPIs).
- 6.2. 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.
- 6.3. Be an active participant in team meetings to maximise contribution to the work of the team.
- 6.4. Participate in STARTTS staff meetings and other relevant meetings.
- 6.5. Work to ensure professional and co-operative working relationships within own team and with other departments across STARTTS.
- 6.6. Participate in identifying quality improvement initiatives/strategies.
- 6.7. Attend and participate in all training opportunities identified for the role.
- 6.8. 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.

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### 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*.

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### **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.

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I have read the **Senior Child & Adolescent Counsellor/Project Officer** 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:**

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*Please print*

**Employee  
Signature:**

**Date:**

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**CHIEF EXECUTIVE OFFICER: Jorge Aroche**

**Signature:**

**Date:**

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**The review for this Position Description is due:** January 2026