

<b>Position Title</b>	<b>Mental Health Counsellor (Specialist Mental Health Service for CALD communities)</b>
<b>Reporting To</b>	Clinical Lead
<b>Employment Status</b>	Part time (0.8 FTE)
<b>Classification</b>	Social, Community, Home Care and Disability Services Industry Award 2010 – Level 5
<b>Direct Reports</b>	Not applicable
<b>Date</b>	April 2023

### PROGRAM OVERVIEW

Survivors of Torture and Trauma Assistance and Rehabilitation Service (STTARS) is a community-based, non-government, not for profit organisation established in 1991. STTARS provides counselling and other services to refugees and asylum seekers who have experienced torture and trauma arising from their experiences.

STTARS is a member of the Forum of Australian Services for Survivors of Torture and Trauma.

The specialist mental health service for culturally and linguistically diverse communities is a new service to be delivered by STTARS. It will be a flexible and culturally responsive service aimed at improving the mental health of adults from diverse communities. The primary focus will be providing mental health information and supporting individuals to navigate and access mental health services. The program will also deliver low intensity therapy to individuals and groups and clinical care coordination to eligible individuals.

### POSITION OVERVIEW

#### *Key Responsibilities*

The Mental Health Counsellor will be accountable to the Clinical Lead and will be responsible for:

- managing intake, assessment and triage for the program and support the Clinical Lead to deliver a uniform approach to intake, assessment, and triage processes
- working collaboratively with clients and their families and carers and clinicians' services to conduct comprehensive assessments, identify needs, aspirations and goals and assist with both warm referrals and other referrals to partner agencies and services, as appropriate
- developing low intensity mental health supports for groups that can be delivered by or with the Bi-Cultural Peer Support Workers.

- delivering low intensity mental health supports to individuals, including providing brief interventions for common conditions
- supporting clients who require more structured psychological therapy to connect with appropriate mental health services, mental health clinicians and/or their GP.
- maintain timely client records by documenting work with clients in STTARS electronic client record management system
- collect required client data to enable quality service delivery, reporting to funders and service evaluation
- foster and maintain relationships with external stakeholders to ensure good communication and clear referral pathways.

### **Organisational Accountabilities**

- Act always in accordance with STTARS code of conduct.
- Work in accordance with STTARS policies and procedures, including adhering to policies on privacy and confidentiality and records management.
- Work as a team member with a highly professional and collaborative approach to clients and all team members.
- Follow safe work practices for self and others and comply with STTARS work health and safety policies and procedures.
- Ensure risks are identified, reported, documented, and appropriately managed in accordance with STTARS policies to ensure safe and effective services.
- Proactively work towards achieving individual and team goals, whilst demonstrating STTARS core values.
- Actively engage in professional development opportunities and embrace learning opportunities including supervision, training, conferences and special purpose meetings.
- Take an active role in promoting and generating quality improvement processes within your area of responsibility and more generally across the organisation.
- Have a commitment to promoting a diverse and inclusive environment for all staff, clients, and carers.
- In addition to the position description accountabilities, all staff are expected to undertake any reasonable tasks as directed.

### **HOURS AND PLACE OF WORK**

The position is part time and will be based in STTARS' Salisbury Office. There may be a need, on occasion, for evening/weekend work (penalty rates would apply).

### SELECTION CRITERIA

#### Minimum requirements

The applicant must:

- hold a valid and current Working with Children Check
- hold a valid and current National Criminal History Check (Police check)
- be an Australian resident or hold a current Australian work permit (**note:** employees of STTARS are required to maintain their right to work in Australia for the duration of their employment and therefore must comply with all terms of any such grant of a right to work in Australia).

The applicant must have appropriate training and qualifications to deliver evidence-based mental health services. For example:

- Registered membership with the Psychotherapy and Counselling Federation of Australia (PACFA) – provisional or clinical; or
- Membership with the Australian Counselling Association (ACA) (any level); or
- Tertiary qualification in an Allied Health discipline or equivalent (including psychology, occupational therapy or social work); or
- Certificate IV in Mental Health, Allied Health Assistant, or equivalent.

The applicant must also have completed recognised training in the delivery of cognitive behavior therapy, psychosocial assessment, and risk assessment training.

#### Key Selection criteria

- Demonstrated experience in best practice screening/intake referrals within a mental health setting.
- Demonstrated experience in undertaking comprehensive psychosocial assessments to establish appropriate therapeutic goals with clients
- Demonstrated experience in providing counselling to adults including experience in understanding and adapting counselling practice to cultural sensitivities
- Knowledge of the challenges faced by people from migrant, refugee or asylum seeker backgrounds
- Demonstrated ability to establish and maintain productive relationships with people from various cultural backgrounds and across a range of professions
- A strong commitment to, and good understanding of, trauma-informed recovery-based practice
- Strong verbal and written communication skills, including conflict resolution and negotiation skills
- Ability to support clients to problem solve to help them achieve their goals and aspirations

## Position Description

- Strong interpersonal skills, including an ability to be non-judgmental, patient, and show empathy
- Demonstrated ability to work collaboratively within a team
- High standard of report writing skills
- Demonstrated ability to self-reflect and review work practices to ensure continuous improvement
- Ability to manage workload effectively to achieve outcomes while working with minimal supervision.
- Demonstrated ability to manage client data files, including entry of minimum data set, client notes and managing clinician diaries.
- Demonstrated ability to effectively use Microsoft Office and demonstrated experience in maintaining client information data management systems.

### Desirable Selection Criteria

- Experience in working with interpreters

### ACKNOWLEDGEMENT OF POSITION DESCRIPTION

This position description is current at date of approval. It may change from time to time to reflect operational needs and changes to organisational reporting relationships.

By signing your agreement below, you acknowledge that you have read, understood and accept the responsibilities and accountabilities as outlined above in this position description.

#### Mental Health Counsellor

Name: \_\_\_\_\_

Signature: \_\_\_\_\_

Date: \_\_\_\_\_

#### Witness

Name: \_\_\_\_\_

Signature: \_\_\_\_\_

Date: \_\_\_\_\_