



## POSITION DESCRIPTION

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

**POSITION NUMBER: 1082-F**

**Date reviewed/created: February 2020**

---

**POSITION TITLE: Neurofeedback Counsellor**

**TEAM:** Neurofeedback

**LOCATION:** Fairfield

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

**CLASSIFICATION:** Psychologist, 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 6 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**

STARTTS Neurofeedback Clinic was established in 2007 to provide EEG assessment and neurofeedback to survivors of torture and trauma. STARTTS has found that the application of neurofeedback coupled with counselling has produced positive results with a group of clients who have severe chronic trauma responses. Neurofeedback has been used with children, young people and adults. The success of neurofeedback with clients experiencing chronic trauma responses is based on a developing understanding of brain activity, the impact of traumatic experiences on brain functioning and the adaptability and plasticity of the brain.

---

### **ORGANISATIONAL RELATIONSHIPS:**

1. Responsible to: Senior Neurofeedback Team Leader
  2. Responsible for: Nil
-

---

**SELECTION CRITERIA:****Essential Criteria:**

1. Relevant qualifications and current and full registration with AHPRA and eligibility for Medicare Provider number.
2. Understanding of refugee issues, and the effects of torture and trauma on clients, their families and communities.
3. Demonstrated experience in providing psychological assessment and testing.
4. Demonstrated counselling experience in working with clients affected by experiences related to torture and trauma.
5. Demonstrated interest in applied neuroscience and use of neuromodulation techniques in working with trauma survivors.
6. Qualified training and experience in neurofeedback therapy or willingness to undertake neurofeedback training.
7. Excellent oral, written and interpersonal communication skills and demonstrated ability to build and maintain effective working relationships.
8. Proven ability to work independently and as part of a team and act with diplomacy and discretion when dealing with sensitive and confidential issues.

**Desirable Criteria:**

1. Current driver's NSW licence (P2 licence acceptable)

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

---

**BRIEF DESCRIPTION OF ROLE**

The main role of Neurofeedback Counsellor is to provide clinical assessment, counselling, neurofeedback and other modalities of neuromodulation to the refugee clients, survivors of torture and trauma. The Neurofeedback Counsellor is also responsible for providing training and consultancy related to neuromodulation techniques used in the Neurofeedback Program to other professionals and services and to participate in relevant research/evaluation studies.

---

**PRIMARY OBJECTIVES:**

1. Provide assessment, referral, counselling, neurofeedback and other neuromodulation services to refugee children and adults survivors of torture and trauma.
2. Develop, implement and evaluate strategies informed by neuroscience while working with refugee children and adults, survivors of torture and trauma.
3. Collaboratively work within STARTTS Systemic Bio-Psycho-Social approach and provide services in a multidisciplinary setting.
4. Provide psychological, psychophysiological and cognitive assessments when appropriate.
5. Provide neuroscience informed psychological services to STARTTS clients through the Better Outcomes for Mental Health program
6. Provide consultancy and training related to neuromodulation in general.
7. Participate in research and evaluation of neurofeedback and other related interventions and services.

---

**PRIMARY DUTIES:****1. Assessment, Neurofeedback Treatment and Counselling**

- 1.1. Provide psychological, psychophysiological and cognitive assessments to clients referred to the Neurofeedback Clinic.
- 1.2. Provide counselling, neurofeedback and other forms of neuromodulation treatment to clients referred to the Neurofeedback Clinic.

- 1.3. Provide case management and advocacy to clients referred to the Neurofeedback Clinic when appropriate.
- 1.4. Liaise with GPs and provide neuroscience informed psychological services to STARTTS clients through Better Outcomes for Mental Health program.
- 1.5. Work with other health and welfare organisations to provide relevant services for clients referred to the Neurofeedback Clinic.
- 1.6. Undertake regular case review and follow-up of clients seen for neurofeedback or other forms of neuromodulation.

## **2. Training**

- 2.1. Undertake relevant training on neurofeedback and applied neuroscience informed treatments for refugees survivors of torture and trauma.
- 2.2. Undertake training about the effects of torture and trauma and the approaches to service provision required for refugees who are survivors of torture and trauma.
- 2.3. Share knowledge, skills and expertise related to neurofeedback/neuromodulation treatment with other professionals through training, mentoring, consultations and case conferences.

## **3. Research and evaluation**

- 3.1. Participate in relevant research projects.
- 3.2. Participate in relevant evaluation studies.

## **4. Administration**

- 4.1. Comply with the efficient recording and maintenance of client files and program records using CAREHR system.
- 4.2. Ensure that a minimum counselling workload consistent with the role is maintained.
- 4.3. Assist in the evaluation of the effectiveness of services provided.

## **5. Reporting**

- 5.1. Prepare reports as required.
- 5.2. Maintain records of client related interventions and training and consultancy provided for other clinicians at STARTTS.

## **6. Personnel**

- 6.1. Participate in STARTTS Performance Management program and in the development of a Performance Management Plan.
- 6.2. Be an active participant in team meetings, clinical meetings, staff development and other relevant meetings to the position 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.
-

**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 **Neurofeedback 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: February 2022**