



QPASTT

Queensland program of assistance
to survivors of torture and trauma

Intake and Connection Practitioner

Role Title	Intake and Connection Practitioner
Team	Intake and Connect Team
Location	Based in Brisbane (Woolloongabba) office with travel to other locations as required
Level	Level 5 Social, Community, Home Care and Disability Services Industry Award (\$82,774.64 - \$86,529.04 + leave loading and superannuation). Salary sacrificing available.
Reports to	Intake Practitioner Team Leader
Contract	Full time. Contract to 30/06/2021, with strong likelihood of extension, subject to 6-month probation.

Our Vision

Healing the past, nurturing the future.

Our vision is for refugee survivors of persecution to live lives liberated from the harms of torture, trauma and human rights injustice. We exist to nurture meaningful futures by assisting refugee survivors to heal, belong and thrive in our community.

Our Values

Kindness

We care.

In all our work, survivors of torture and trauma come first.

Optimism

We believe in meaningful futures.

We are committed to healing being a journey of growth across mind, body and spirit.

Perseverance

We don't give up.

We understand that healing requires time, patience and courage for individuals, families and communities.

Justice

We believe that to heal and belong are human rights.

We collaborate to build opportunities so that survivors of torture and trauma can belong and thrive in our community.

QPASTT Main Office
ABN: 50043097082

Address: 28 Dibley Street, Woolloongabba Qld 4102
Postal Address: PO Box 6254, Fairfield, Qld 4103
T: +61 (0)7 3391 6677 **F:** +61 (0)7 3391 6388 **E:** admin@qpastt.org.au

QPASTT is the Queensland representative of the Forum of Australian Services to Survivors of Torture and Trauma.

www.qpastt.org.au

Role Purpose

The primary purpose of this role is ensure a responsive and welcoming initial interaction with individuals and families referred to QPASTT and effective means to ensure that trauma recovery needs are accurately assessed and the client (individual, couple or family) is allocated to an appropriate intervention. QPASTT provides a range of trauma recovery interventions designed to deliver meaningful trauma recovery outcomes for clients and communities. Our Intake and Connect Team is a crucial component in supporting individuals, families and communities from refugee background to heal, belong and thrive in our community with a sense of justice.

Character

We are looking for an Intake and Connection Practitioner who is passionate about supporting refugees and asylum seekers recovery from trauma, healing and thriving.

You will be compassionate and courageous in finding ways to engage and empower marginalised children, youth, adults and family systems.

We are looking for someone who has the ability to create a welcoming, culturally safe and engaging atmosphere to be able to build rapport and able to appropriately assess the client and their family's recovery goals.

We value creativity, adaptability and the ability to keep up to date with fast changing social trends and intervention opportunities in the context of a busy team.

You will be committed to providing brief assessment and intervention to re-engaged and new clients of QPASTT, identifying an appropriate intervention tailored to their presenting needs and goals.

Responsibilities

1. Review and respond to referrals from a trauma informed and culturally sensitive framework, including provision of welcome and first point of contact for clients in various locations (including in-office, phone, schools, TAFE and other outreach locations):
 - conducting initial brief trauma-informed psycho-social assessment;
 - establish expectations of service provision;
 - offering psycho-education and/ or development of a wellbeing plan to enhance coping capacity of clients;
 - determining eligibility for, and prioritisation of service provision;
 - identifying initial therapeutic recovery goals;
 - short-term client advocacy to address identified barriers of social determinants to health;
 - liaison with referrers;

- responding to identified risks
- 2. Provision of brief intervention to clients who are assessed as requiring short-term or minimal support;
- 3. Identify emerging trends and key themes within communities;
- 4. Collaboration with Intake Practitioner Team Leader and Intake and Connect Team members to maintain relationships with key external stakeholders;
- 5. Provide psycho-education in individual and group settings;
- 6. Document and record all client information required to maintain a comprehensive client record in Nero (QPASTT client management system);
- 7. Prepare appropriate referrals, documentation and reports for client advocacy purposes;
- 8. Book relevant resources (e.g. rooms, cars, interpreters) to facilitate the provision of services in an effective and efficient manner;
- 9. Participate in the duty roster;
- 10. As required, conduct wellbeing checks of clients on the QPASTT waitlist and contribute to the management of client risk;
- 11. Participate as required in broader QPASTT activities such as Family Fun Day, provision of training, school holiday activities;
- 12. Attend and participate in all agency activities that meet QPASTT's organisational and professional development requirements. These include staff, team and agency meetings, professional development sessions, supervision and debriefing;
- 13. Support research and evaluation initiatives of the organisation.

Requirements

1. Minimum Bachelor degree level qualifications in Social Work, Psychology, Counselling, Occupational Therapy or related area of expertise;
2. Understanding of and skill in working with people who have suffered trauma and knowledge relative to the field, including undertaking trauma-informed psycho-social assessments and interventions;
3. Ability to develop rapport quickly in order to conduct assessments;
4. Demonstrated experience and sensitivity in working with people from refugee backgrounds and an understanding of their acculturation challenges, including working effectively with interpreters;
5. A strong understanding of QPASTT services and the sector;
6. Demonstrated professionalism within the workplace, including ethical decision making and exhibiting reliability and initiative;
7. Ability to work autonomously and as a member of a multidisciplinary team;
8. Sound stakeholder relationship and liaison skills, particularly with referral agencies and community members;
9. High level of communication and interpersonal skills, including written and oral, consultation, negotiation, advocacy, presentation and liaison.
10. Desirable – have a combination of group work, community and counselling skills.

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11. Desirable - have skills/experience in delivery of training and/or informal presentations.

Conditions of Employment

1. Current Positive Notice Blue Card and provision of an annual federal police check.
2. Current Queensland C Class driver's licence.
3. Occasional out of hours work. Occasional travel to other QPASTT offices.
4. The period of probation will be six months.

Application Process

EXTERNAL APPLICANTS

To apply, please submit the following documents:

1. A cover letter detailing why you would like to work with QPASTT and how you meet the character requirements of the role.
2. Your resume detailing professional experience and education.
3. A brief response (no more than 2 pages) to the responsibilities and requirements of the role.

INTERNAL APPLICANTS

To apply, please submit your expression of interest along with a brief response (no more than 2 pages) to the responsibilities and requirements of the role.

The final date to apply is by 5 pm on 14 December 2020. Please email your application to JobApplication@qpastt.org.au.

Should you wish to talk with someone about this position, please contact Rose Dash, Intake Practitioner Team Leader) on (07) 3391 6677 (Monday to Friday) or RoseDash@qpastt.org.au.

QPASTT is committed to equal opportunity in employment. We will act to ensure an environment free from discrimination on the grounds of sex, gender, sexual orientation, race, ethnicity, culture, age, marital status or pregnancy, family responsibilities, disability, and religious or political beliefs.

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