

Position Description

Refugee Counsellor

Primary Care Connect is a local, not-for-profit organisation who has proudly supported our community for over 30 years. Operating under the social model of health, we offer inclusive community health care services of the highest quality. We work collaboratively with our clients and other services to best support the health and wellbeing needs of all people. We pride ourselves on providing trauma informed, person centred and consumer driven care that allows people to take control of their lives and bring about meaningful change.

Visit our website www.primarycareconnect.com.au for our organisations vision, journey and strategic direction.

Award: *Community Health Centre (Stand Alone Services) Social and Community Service Employees Multi Enterprise Agreement 2022-2026*

Classification: *SACS Employee Level 4*

Probation Period: *Six-months from start of employment*

Documentation: *All positions will require a National Police Check, Valid Victoria Working with Children Check, proof of valid qualification credentials prior to commencing employment.*

Primary Care Connect Vision

Everyone in our community is connected, supported and empowered to lead safe, healthy and happy lives.

Primary Care Connect Values

It is a requirement of all positions that all work will be undertaken in line with Primary Care Connect values as follows:

- **Individuality:** We recognise everyone is unique and we strive to understand and build on their strengths.
- **Growth:** There are many different paths to a solution, and we support people on their journey.
- **Meaningful Connections:** We bring our focus and skill to build meaningful connections.
- **Community:** Through equity and quality, we strive to improve the health and wellbeing of our community.

Position Summary

The Refugee Counsellor will work with referrals from a range of service providers and will be required to work with people from all demographic groups and may specialise in the following areas:

- Children from refugee families
- Young people from refugee families
- Families from refugee backgrounds
- Asylum Seekers

The Refugee Counsellor will deliver effective and appropriate assessment, counselling and advocacy services to clients with a refugee or asylum seeker background at Primary Care Connect (PCC), who are survivors of torture and trauma.

The Counsellor will provide a wide range of interventions designed to assist survivors of torture to address psychological effects and any social consequences arising from their past experiences of human rights violations. The emphasis of this position will predominately be the provision of high-quality counselling for complex trauma.

Position Context

This position reports to the Manager of Community Services and works within the Refugee Team. It is also expected that this position works within the larger Primary Care Connect team and network with external organisations. The service areas for this position include Greater Shepparton.

Key Performance Indicators

The key performance indicators for this position are the expected outcomes of this role. Timelines for achievement of key performance indicators will be set within the first month of employment and include clear objectives to be achieved throughout the year.

- This position when full time, requires a minimum of 1380 contact hours per annum. Part time roles are adjusted accordingly.

Position Key Responsibilities and Expected Outcomes

Working under general direction, the role performs duties of a specialised nature in the application of knowledge and skills gained through relevant qualifications and previous experience in the discipline, and is expected to contribute knowledge in establishing procedures, and exercise judgement where procedures are not clearly defined.

- Provide comprehensive assessment and therapeutic intervention to those newly arrived, refugee and asylum seekers who have suffered torture and trauma and are impact by such events
 - o Conduct initial assessments for the purpose of intake
 - o Conduct comprehensive psycho-social assessments
 - o Conduct risk assessments of risk of harm to oneself or others

- o Formulate, review, revise and evaluate case plans with an emphasis on promoting psychological well being
- Capacity building and sector engagement activities according to the “Refugee Mental Health Plan” developed in conjunction with the Refugee Team and Foundation House.
- Provide psychoeducation to individuals and groups
- Prepare appropriate and timely documentation and reports for relevant parties such as government departments, medical practitioners etc. in relation to the needs of PCC’s service users
- Advocate and liaise on behalf of survivors of torture and trauma with a range of relevant health, community, education and legal services
- Provide secondary consultation to external service providers in relation to working with survivors of torture trauma
- Respond to family violence at an intermediate level by using the Multi-Agency Risk Assessment and Management (MARAM) Framework to assess family violence risk, implement risk management strategies and refer victim survivors to services for family violence support
- Collect and input data as per evaluation framework and plan
- Participate in program evaluation as directed by management
- Present information as directed by manager
- Completed all client documentation in line with client service manual
- Address any non-compliance from file audits within 24 hours of notification
- Conduct yourself in accordance with Primary Care Connect core values and behaviours

Key Selection Criteria

The following criteria must be met and addressed in applications for consideration for this position:

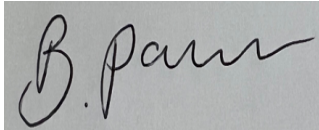
Essential

- Tertiary qualifications in Social Work, Psychology or a related discipline
- 2 Years experience working with members of the Refugee and Asylum Seeker Communities
- Demonstrated expertise in providing assessments, care planning, service coordination and writing case notes and reports
- Documented experience in counselling/therapy for persons who have experienced complex trauma, mental health and settlement problems associated with the refugee experience.
- Provide examples demonstrated advocacy on behalf of individuals and families with a range of issues related to health, welfare, legal and government
- Demonstrate knowledge and sensitivity in provision of support and counselling services for people from CALD backgrounds
- Outline your experience using technology to complete daily work tasks
- Professional and personal alignment with Primary Care Connect core values

Position Approval

The details contained in this position description are an accurate statement of the scope, conditions, duties, responsibilities, and all other requirements of above titled position.

Approved By:



Broni Paine

Executive Manager Community Services

Approval Date: 13/6/2025