



## Role Description – Adult and Family Counsellor Advocate

Role Title	Adult and Family Counsellor Advocate
Team	North Queensland Team (Regional Team)
Location	Townsville (occasional travel to Brisbane will be required and possible travel to Cairns).
Level	Level 5 Social, Community, Home Care and Disability Services Industry Award (\$100,783 - \$105,349) per annum, pro-rata + leave loading and superannuation). Salary sacrificing available.
Reports to	Individual and Family Recovery Regional Team Leader
Contract	Part-time (4 days p/w) to Full- time, 12-month contract, pending 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.

**Fairness**

We believe that recovery from trauma is about justice and that to heal is a human right.

**Honesty**

We act openly and ethically.  
We are committed to delivering impactful services.

## Role Purpose

The primary purpose of this role is to provide recovery-focused therapeutic intervention with adults and their families who are refugee survivors of torture and/or trauma.

The role of a Counsellor Advocate involves assessment, counselling, psychoeducation, client focused advocacy and possible therapeutic group work. This also includes engagement and consultation with key stakeholders who are involved in optimising the recovery and well-being of clients.

## Character

We are looking for a Counsellor Advocate who is passionate about recovery from trauma for adults and their families from a refugee background. We value the ability to engage clients in healing across mind, body and spirit. You will be compassionate, patient and courageous in managing a range of vulnerabilities experienced by our clients and their families. We believe in cultural respect and also effective collaboration within the team and greater QPASTT. We are looking for someone who is comfortable working with clients from many cultural and religious backgrounds, as well as sexual orientations and who is able to flexibly and thoughtfully adapt their practice to suit client needs. We are looking for someone who enjoys developing their practice by making use of QPASTT's supervision, internal training, team building and professional development opportunities.

## Responsibilities

1. Deliver client-centered developmentally appropriate therapeutic counselling (incorporating a range of modalities) individually and with families through ~~to~~ promoting healing and recovery;
2. Deliver appropriate client related advocacy which supports healing and the opportunity to thrive and belong in the Australian community;
3. Provide psychoeducation to enable clients to understand and develop strategies for recovery as well as support in training delivery;
4. Engage in ~~Deliver~~ group-based therapeutic intervention by supporting the planning and co-facilitating and assist in a range of activities such as family fun days and family focused programs;
5. Provide assessment and intervention that is accessible, trauma informed and culturally sensitive to the needs of survivors of torture and trauma. This requires flexibility in service delivery, which involves meeting clients at QPASTT offices, and/or in other community locations;
6. To co-plan, co-facilitate and evaluate groups identified by the community or needs assessed;
7. Manage risk with clients with complex and/or crisis presentations in accordance with organizational processes and supports;
8. Build and foster collaborative partnerships with family members, community members and other agencies;



9. Ensure quality service delivery including accountability with contractual and organisational requirements. This includes the writing of case notes and client related professional reports;
10. Ability to abide by the vision and values of QPASTT including our Code of Conduct as well as the policies and procedures of the organisation;
11. Support research and evaluation initiatives of the organisation.

## Requirements

*We especially encourage young people from refugee backgrounds with relevant experience to apply.*

1. Degree level qualifications in Social Work, Psychology, Counselling or Occupational Therapy or relevant expressive therapies. Eligibility for membership of the relevant professional body;
2. Good conceptualisation and ability to articulate refugee trauma recovery frameworks and the ability to apply these to therapeutic work across ages. This includes an understanding of key theories related to trauma recovery, development across the life span and attachment and family work;
3. Two years of professional therapeutic experience, preferably in a refugee trauma recovery context and working across children and young people and adults;
4. Ability to build trusting, safe and respectful relationships across all ages to respond to their varying psychosocial needs;
5. Ability to deliver culturally safe support;
6. Ability to identify client-related risks and implement ways to reduce risk;
7. Ability to document assessment and intervention as well as write professional reports based on therapeutic intervention;
8. Desirable – experience in working with parents and/or families.

## 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

To apply, please submit the following documents:

1. Your resume detailing professional experience and education, along with details of 2 referees and of any relevant current Visa information.
2. Please include a cover letter of **no more than one A4 page length maximum** to address the following:



- a. Outline the capabilities, experience and skills you could bring to this role?
- b. How will your character fit the role?

**Applications will be shortlisted as they are received.**

Please email your application to [JobApplication@qpastt.org.au](mailto:JobApplication@qpastt.org.au) before Wednesday 24<sup>th</sup> June 2026.

Should you wish to talk with someone about this position, please contact Natalie Youssef, Individual and Family Recovery Regional Team Leader on 0450142811 or [natalieyoussef@qpastt.org.au](mailto:natalieyoussef@qpastt.org.au)

*QPASTT is committed to the safety and protection of children, young people and vulnerable people in all areas of its work.*

*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.*

