



Group Facilitator – Townsville

Role Title	Group Facilitator
Team	Regional Team – North Qld
Location	Townsville
Level	Level 5 Social, Community, Home Care and Disability Services Industry Award (\$100,783 - \$105,348), pro-rata, plus superannuation, leave loading and an option to salary sacrifice.
Reports to	Team Leader North Queensland
Contract	12 Months, 0.8FTE (4 days per week)

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. Survivors of torture and trauma come first in all our work.
- ✓ **Optimism:** We believe in meaningful futures. We understand that healing is a journey of growth with infinite possibilities.
- ✓ **Perseverance:** We don't give up. We know that recovery takes time, patience, and courage.
- ✓ **Fairness:** We seek justice. We believe that healing is a human right.
- ✓ **Honesty:** We understand the importance of trust. We act openly and ethically.

Role Purpose

Our Regional – North Queensland Team supports individuals, families and communities from refugee backgrounds to heal, belong, thrive and restore their sense of justice in our community. The primary purpose of this role is to enable meaningful trauma recovery outcomes for participants from refugee backgrounds. This includes designing and delivering high quality

community-focused therapeutic group work programs and workshops. Training will be provided in any proscribed program.

Character

We are looking for an engaging group facilitator who is passionate about trauma recovery for families from refugee backgrounds.

You will be an excellent communicator, able to effectively communicate with a diverse range of participants and groups of people. You will be compassionate, patient and courageous in providing group interventions that support safety, healing and thriving for participants from refugee backgrounds.

We believe in cultural respect. We are looking for someone who is comfortable working with participants from many cultural and religious backgrounds including with youth, families and communities who may have varied cultural styles. The successful candidate will also be committed to human rights and believe in social justice irrespective of differences related to gender, age, culture, religion, sexuality, disability, socio-economic status or political opinion.

Responsibilities

1. Design, deliver and evaluate group interventions which promote trauma recovery and strengthen the confidence and capacity of family members in their relationships and family roles;
2. Provide psychoeducation to participants regarding the impacts of refugee-related trauma incorporating an understanding of development and life stages;
3. Identify participants with additional needs and vulnerability and undertake time limited case work to support program participants, including facilitated referral to more intensive support when appropriate;
4. Build and maintain collaborative relationship with individuals from refugee backgrounds and the system that sits alongside their settlement journey, including community leaders, faith leaders, community agencies and other stakeholders, to ensure effective group work delivery which suits the needs and preferences of the participants;
5. Build and maintain collaborative relationships with QPASTT team members and stakeholders to enable effective co-facilitation of group work interventions;
6. Ensure quality service delivery including accountability with contractual and organisational requirements. This includes the writing of case notes and client related professional reports;
7. 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;
8. Support research and evaluation initiatives of the organisation.



Requirements

1. Ability to apply QPASTT's healing, belonging, thriving and justice framework to family-focused group work;
2. Tertiary qualification in relevant discipline such as Social Work, Youth Work, Education, Psychology, Human Services, or related area of expertise.
3. Demonstrate an understanding of the refugee and settlement experience;
4. Experience and knowledge in the area of development, attachment and the impact of trauma across the life span and on family relationships and well-being;
5. High level communication skills and interpersonal skills, including written and oral skills, consultation, negotiation, advocacy, presentation and liaison skills;
6. Ability to lead preparation, delivery/presentation and evaluation of group-focused trauma-informed psycho-education programs such as Bringing Up Great Kids and Play to Connect;
7. Ability to undertake time limited case work with program participants using a trauma-informed lens to address the barriers to health, education, employment and well-being;
8. Experience working systemically, including advocating with and on behalf of families with respect to a range of issues related to education, health, welfare, legal and government;
9. Experience in, and ability to, work in partnership with communities and other service providers to develop innovative strategies for group work and community engagement
10. Experience in, and ability to adapt programs to meet the unique needs of culturally and linguistically diverse participants.
11. Experience in working with parents/carers and small children in group settings.
12. Develop and maintain productive, strategic partnerships with community members and leaders, and other agencies in the development and delivery of program work;
13. Ability to prepare appropriate documentation; maintain files, records, statistics and data;
14. Desirable - Lived refugee or refugee-like experience;
15. Desirable – Experience working with individuals and families from refugee and/or CALD backgrounds;

Additional Requirements

1. Current Positive Notice Blue Card and provision of annual federal police check;
2. Current Queensland C Class driver's license;
3. Flexibility to work out of standard hours;
4. The period of probation is six months.

Application Process

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 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.

Please email your application to JobApplication@qpastt.org.au before cob on Monday 19th October 2026. Should you wish to talk with someone about this position, please contact Elijah Mwatha on ElijahMwatha@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.

