



### **Our Organisation**

Migrant Resource Centre Tasmania (MRC Tas) is a not-for-profit organisation that works alongside people from refugee and migrant backgrounds, so individuals and communities throughout lutruwita/Tasmania thrive. We provide effective, targeted and meaningful services in the South, North and North West of the State.

### **Our Vision**

A vibrant and diverse lutruwita/Tasmania, where everyone is included and everyone belongs.

### **Our Mission**

To work alongside people from refugee and migrant backgrounds, so individuals and communities throughout lutruwita/Tasmania thrive.

### **Values**

Respect; Inclusion; Compassion; Integrity; Innovation; Collaboration

### **Our People**

Migrant Resource Centre Tasmania promotes an environment where all workers are responsible for the success of the organisation and positive outcomes for our clients and our community. Our depth of experience and cultural diversity is considerable. We take advantage of this specialist knowledge and encourage open communication, innovation and creative thinking.

We care about our workers and are committed to supporting the health, safety and wellbeing of everyone at MRC Tas. Our staff and volunteers are our most valued asset and are a critical factor in the quality of services we provide. We are committed to the health and wellbeing of our people, encourage skill extension, and competency development and will endeavour to be flexible to individual circumstances. We want our workers to benefit from their experience, be resilient and accountable and demonstrate the behaviours and values important to our organisation.

Position Title:	Counsellor (Mental Health and Wellbeing)
Job Type	Part-time, Permanent
Location:	Launceston
Supervisor / Manager:	Manager, Phoenix Centre
Award and Level:	Level 5

### **About Phoenix Centre**

The Migrant Resource Centre Tasmania (MRC Tas) provides access to valued services and promotes the needs of multicultural communities. The Phoenix Centre is a trauma-informed and recovery oriented mental health and wellbeing service within MRC Tas and is the Tasmanian member of the Forum of Australian Services for Survivors of Torture and Trauma (FASSTT). The Phoenix Centre provides a range of specialised support services, state-wide, for people from a culturally and linguistically diverse (CALD) background, including survivors of torture and trauma.

### **PRIMARY PURPOSE OF THE POSITION**

The Counsellor is responsible for the delivery of specialised trauma focussed and recovery-oriented counselling, groupwork and related support services for individuals and families with a CALD background of all ages and genders, including people from asylum, humanitarian, and refugee backgrounds. The Counsellor contributes to community education and capacity building with CALD communities, external services, and the Tasmanian community.

### **Position Specific**

1. Service Delivery:
  - a) Provide individual and family counselling and related support including:
    - comprehensive assessments (including psychosocial, torture and trauma, wellbeing assessments),
    - counselling, psychosocial and psychological interventions,
    - Support planning, review and outcomes,
    - referral, and
    - advocacy
  - b) Provide structured therapeutic and psychoeducation group work - including design, co- design, development of resources and delivery (facilitation) and evaluation (in conjunction with the senior counsellor and manager).
  - c) Contribute to the development and delivery of Community Development activities as appropriate, including training and development with external services and CALD communities
  - d) Provision of on site and off site services
  - e) As required, provide planned support to people from refugee and migrant backgrounds living in Tasmania who are impacted by conflict and similar humanitarian crises in their country of origin
2. Reporting and Quality Control:

- a) Ensure compliance with practice guidelines and contractual requirements, including maintaining client files and all data requirements
- b) Ensure compliance with MRC Tas policies and procedures
- c) Contribute to the development and maintenance of data records, reporting and compliance required by funding
- d) Assist in the development of Activity Work Plans using SMART project objectives for approval of the Manager - Phoenix Centre and as required by funding organisations
- e) Implement the use of feedback, evaluation, outcome measurement and consultation to ensure Phoenix programs meet the needs of CALD clients and funding authorities
- f) Contribute to quality assurance, continuous improvement and evaluation strategies and activities

### **Organisational**

#### **3. Work, Health and Safety**

- a) Understand and comply with WH&S policies and procedures and legislative requirements.
- b) Support a work culture that identifies and manages hazards and promotes a healthy and safe workplace.
- c) Identify risks and enhance risk management processes.
- d) Champion the values and principles of the MRC Tas within all aspects of our work.
- e) Contribute to the building of a culture of respect and understanding where employees are supported and motivated to perform at their best.

#### **4. Personnel**

- a) Participate in internal individual consultation and supervision on a regular basis.
- b) Participate in educational and professional development programs.

#### **5. Other duties**

- a) Perform other duties as required commensurate with Award level.

## **COMPETENCIES**

### ***Universal Competencies***

#### **Effective communication and collaboration**

- Takes time to listen to and understand the perspectives of others
- Uses language that demonstrates respect for clients and family/carers, colleagues, and stakeholders at all times
- Welcomes the opportunity to discuss differing points of view

#### **Responsible, Professional, Safe and Ethical**

- Ensures own conduct aligns to MRC Tas Values
- Recognises the significance of policy and procedures that guide workplace behaviour
- Assesses risk to self and others regarding aggression, self-harming, and difficult behaviours by conducting adequate risk assessments and using de-escalation and harm minimization techniques
- Meets commitments effectively and efficiently and delivers results on time

#### **Planning and Organising**

- Sets priorities and organizes own work, including establishing programs and activities, in accordance with guidelines and procedures.
- Continual Improvement
- Improves practices, increasing effectiveness and achieving efficiency and actively supports the application of sound quality

### **Knowledge sharing and learning**

- Actively engages in supervision and professional development opportunities
- Acknowledges others' skills and expertise, encourages, and contributes to the sharing of knowledge,
- and creates learning opportunities for others
- Provides expert advice to staff classified at a lower level and volunteers

### **Client Related Competencies**

#### **Evidence Based Practice**

- Has an understanding of trauma and its impact across the lifespan
- Is able to complete comprehensive assessments, identify key stressors and plan support in response
- Delivers a variety of appropriate interventions demonstrating a high level of knowledge and expertise
- Undertakes analysis/design for project development and/or complete programming in specialist areas

#### **Client focused**

- Expresses hope and optimism, applying a strengths-based approach and valuing client and family/carer knowledge
- Seeks to understand service needs from the client's perspective and ensure that the client's standards are met

#### **Knowledge and application**

- Engages in reflective practice
- Supports less experienced clinicians and peers to develop practice
- Guides less experienced peers in assessing for and responding to risk
- Demonstrates an extensive knowledge of resources and services for information and referral of clients and families/carers

#### **Outcome evaluation**

- Invites and involves people and families/carers in providing feedback on services and in service planning

### **Leadership Competencies**

#### **Supporting and collaborating**

- Encourages and values input from others
- Creates an environment of trust and open communication.
- Actively builds cooperation between staff

#### **Critically evaluating**

- Is sought out by others for advice and solutions on how to best interpret and use information
- Provides reports on progress of program activities, including recommendations

#### **Achieving results**

- Sets priorities and monitors workflow and outcomes of therapeutic interventions and other activities
- Undertakes responsibility for a project/activity, including planning, co-ordination, implementation, and administration

### **Leading and deciding**

- Provides expert advice to employees classified at a lower level
- Actively leads others in achieving outcomes
- Operates as a specialist in a relevant discipline, making decisions in line with allocated delegations

### **Strategic thinking**

- Displays high level knowledge of the role of MRC Tas, its structure, and services

### **Managing resources**

- Looks for better ways to perform routine aspects of job or assignments.
- Puts things in sequential and/or logical order in preparation for accomplishing a goal.
- Identifies emerging risks and takes action to address.

## **SELECTION CRITERIA**

### ***Essential***

1. Tertiary qualifications in a relevant counselling discipline e.g. social work, psychology, or counselling.
2. Experience in counselling and the ability to undertake comprehensive assessments with children, young people, adults and families
3. Demonstrated experience and sensitivity in working with people with a CALD background including people who have experienced trauma and torture
4. Capacity to work with interpreters
5. High level of communication skills and interpersonal skills, including written and oral skills, consultation, negotiation, advocacy, and liaison skills
6. Experience and skills in facilitating group work, community development and delivering training.
7. Demonstrated experience in working as a member of a diverse team
8. Current Tasmanian Drivers Licence

### ***Desirable***

9. Demonstrated knowledge of, and / or experience in the delivery of psychosocial support programs
10. Experience supporting children, young people, adults and families from refugee and migrant backgrounds

### **Note**

#### ***Child Safety***

MRC Tas is committed to the safety, wellbeing, participation and empowerment of children and young people. We seek to prevent harm of any kind impacting children and young people and have zero tolerance for racism, child abuse and inequality. This is reflected in our robust policies and procedures. Children and young people's rights, relationships, identity, and culture must be recognised and respected, their voices heard, and their concerns acted upon. We aim to foster a culturally safe, child safe and child

friendly environment for all children and young people we have contact with, deliver services to, or who are impacted by our work. All staff, volunteers, contractors, and clients are expected to conduct themselves in a manner which is consistent with the Tasmanian Child and Youth Safe Organisations Framework.

### ***Diversity and Inclusion***

MRC Tas values diversity and inclusion and is an equal opportunity employer. Applications from under-represented groups, including people with disability, people with caring responsibilities, LGBTIQ+ people, Aboriginal and Torres Strait Islander people and those from culturally and linguistically diverse backgrounds are encouraged and supported.

### ***Background Checks***

Employment is subject to the successful completion of a National Police Check and Working with Vulnerable People registration. MRC Tas can organise these for the preferred candidate.