



## POSITION DESCRIPTION

*STARTTS is committed to Equal Employment Opportunity (EEO) and anti-discrimination policies.*

**POSITION NUMBER: 1103**

**Date reviewed/created: February 2022**

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**POSITION TITLE: Trainer – Refugee Trauma Recovery**

**TEAM:** Training

**LOCATION:** Carramar

**AGREEMENT:** “NSW (Non-Declared) Affiliated Health Organisations’ Professional and Associated Staff Agreement”.

**CLASSIFICATION:** Health Education Officer, or other relevant classification based on qualifications, experience and requirements of the role.

A generous salary packaging scheme is also offered.

**PERIOD OF APPRAISAL:** Performance will be assessed within 3 months of commencement and a 6 month probationary/qualifying period will also apply.

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### **Background to STARTTS**

STARTTS is a state-wide service funded by the NSW Department of Health and Commonwealth Department of Health to provide high quality assessment, treatment and rehabilitation services to people living in NSW who have experienced organised violence or trauma associated with the refugee experience. STARTTS is an Affiliated Health Organisation (AHO), a Non-Government Organisation whose services are deemed to be part of the NSW public health system.

STARTTS’ service provision philosophy is predicated on a bio-psycho-social framework that incorporates a large range of clinical and psycho-social interventions informed by the latest advances in neuroscience and evidence based practice in relevant fields. As such, STARTTS provides a broad range of services including assessment; counselling for all age groups; psychiatric assessment and interventions; family therapy; group interventions; body-focused interventions such as massage, physiotherapy, acupuncture and pain management groups; support groups; programs for children and youth; and various strategies to increase the capacity of support networks and refugee communities to sustain their members.

The focus of the STARTTS’ approach is on building capacity and empowering people and communities to take control over their own lives, using a strengths-based approach and building on individual, family, community and cultural strengths.

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### **Background to the Program Area of the position**

STARTTS utilises a systemic approach to assisting people, families and communities recover from refugee trauma and rebuild their lives in Australia, by integrating clinical and community development approaches, with interventions such as professional development and learning, policy work and advocacy to foster a positive recovery environment to facilitate refugee resettlement. STARTTS’ training program resources and trains workers, students and volunteers from STARTTS, health, community and other service providers, educational institutions, and community and volunteer groups to work more effectively with people from refugee backgrounds, and others suffering from trauma, grief, depression and other related issues. STARTTS provides some of these trainings for free, and others for a fee which helps raise vital funds to cover some of the costs of running such an important professional development, learning and support program.

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### **ORGANISATIONAL RELATIONSHIPS:**

1. Responsible to: Training Coordinator
2. Responsible for: Nil

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## **SELECTION CRITERIA:**

### **Essential Criteria:**

1. Relevant tertiary qualifications in social work, psychology, community development, health sciences, adult education or related discipline.
2. Two years of experience working as a counsellor, case worker, community development worker or other relevant position with people from refugee backgrounds, with a highly developed understanding of refugee and asylum seeker experiences, the impacts of torture and refugee trauma, and a knowledge of the refugee resettlement sector.
3. Expertise in the delivery of face-to-face and online training to adult learners who were workers or volunteers of health and community services, and/or students studying a profession.
4. Demonstrated experience designing training materials for audiences with a wide range of English language abilities and educational backgrounds, with excellent written communication skills.
5. Excellent oral, written and interpersonal communication skills.
6. The ability to work independently and as part of a multidisciplinary team within a multicultural environment.
7. Excellent organisation skills with attention to detail, including an ability to establish and manage working relationships with other service providers.
8. Excellent skills in the use of computer programs including MS Word, MS PowerPoint, and MS Outlook.

### **Desirable Criteria:**

1. Experience working in related sectors such as health services, domestic and family violence, disability, ageing and other relevant sectors.

\*This position is not considered child-related employment and will require a National Police Check.

*\*In line with the Public Health Order, all STARTTS workers are considered Health Workers and are required to be vaccinated against COVID-19. In order to be eligible for consideration for employment with STARTTS, all recruits must provide evidence of vaccination against COVID-19, or alternatively provide a Medical Contraindication in the approved form which complies with the requirements of the Public Health Order, prior to appointment.*

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## **BRIEF DESCRIPTION OF ROLE**

This position requires a people person who is highly organised, a confident public speaker, enjoys training adult learners, can write complex resources and develop training materials; and has experience working with people from refugee backgrounds. This position will be responsible for managing stakeholder relationships and ensuring funding targets related to training are met; organising training activities from the planning phase to the end of the process (note this role includes a lot of administrative and logistical tasks); delivering workshops, presentations and other types of trainings; designing and writing professional learning materials and other resources; and resourcing, coaching and mentoring STARTTS' staff around trainings. This position spends a significant amount of the time at their desk organising activities and developing and writing content, and delivers approximately 2-3 trainings of various lengths per week. The training team has administrative support that the position will draw upon. The position is full-time, 5 days per week, Monday to Friday, for a period of one year (subject to renewal) and will be based at STARTTS' Carramar office, with the option of working from home on certain days. Working hours are flexible but normal office hours are 8.30am-5.00pm. After hours and weekend work will be required very occasionally, as well as travel to regional areas of NSW. Extra hours worked including travel will be compensated for with a time-in-lieu arrangement.

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**PRIMARY OBJECTIVES:**

1. To organise professional learning and development activities for service providers, educational institutions, community and volunteer groups, including STARTTS staff.
2. To promote STARTTS' professional development opportunities to key stakeholders to ensure training targets are met according to contractual arrangements.
3. To deliver face-to-face and online trainings and other types of support to external services, STARTTS staff and others.
4. To design and write training materials and resources.
5. To coach, mentor and train STARTTS staff in presentation skills and training.

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**PRIMARY DUTIES:****1. Provision of Professional Development and Learning**

Plan and facilitate high quality professional development and learning programs, sessions and other presentations for a range of health and community services, organisations and providers, and educational institutions, community and volunteer groups, and STARTTS staff that are delivered face-to-face and/or online.

- 1.1. Manage requests for professional learning from health and community service providers, educational institutions and others to determine content, to assign appropriate facilitators, ensure tailored training delivered and evaluated, and all administrative forms are completed and data recorded.
- 1.2. Prepare and plan materials and content for tailored professional learning based on a needs assessment, integrating theory and practice into planning and session design that will engage professionals working in a variety of roles.
- 1.3. Take the lead role in organising professional learning events with members of the training team, from the planning stages to the end, including budgets and advertising, booking speakers, dates, venues, registrations, attendance sheets, printing and photocopying, setting and packing up of training venues, and other relevant logistics.
- 1.4. Plan professional development calendars in consultation with the Training Coordinator and other relevant STARTTS staff.
- 1.5. Become familiar with and competent in the use of STARTTS' professional development packages, and STARTTS' services and programs.
- 1.6. Deliver engaging and participatory workshops, presentations and other types of trainings using STARTTS' standardised professional development packages and other relevant materials via face-to-face and/or online modes of delivery.
- 1.7. Facilitate delivery of professional development using a variety of adult learning delivery models and a variety of resources including, but not limited to, face-to-face learning, lectures, practical sessions, conference presentations, and online learning.
- 1.8. Maintain knowledge of relevant policies, programs and issues in the refugee sector, the main client groups STARTTS works with, including the socio-political and cultural backgrounds and the implications for refugee trauma resettlement work, and other knowledge crucial to delivering high quality professional development.
- 1.9. Meet with STARTTS staff to discuss training packages content and delivery.
- 1.10. Prepare STARTTS staff and provide coaching and mentoring around the delivery of STARTTS' professional development packages and other content, including train-the-trainer workshops, how to present via Zoom etc.
- 1.11. Complete appropriate administrative forms and enter data on the training database for all trainings delivered.
- 1.12. Ensure all trainings evaluated using STARTTS' feedback forms where appropriate.

**2. Development of Material/Content/Sessions**

Maintain up-to-date materials, content and approaches that are based on STARTTS' service provision model and other current practice evidence, and are informed by program feedback and are targeted to relevant audiences.

- 2.1. Conduct research, design and write new professional development packages that are well structured, creative, innovative, engaging and inclusive for a wide range of audiences including those who speak English as a second language and differing educational backgrounds.
- 2.2. Review, update and improve existing professional development packages as above.
- 2.3. Adapt the professional development packages where needed according to feedback.
- 2.4. Engage relevant STARTTS' staff in the review and piloting process.
- 2.5. Pilot, evaluate and adapt training packages where appropriate.
- 2.6. Ensure audience needs are met through prior needs assessment and post event feedback evaluations.

### **3. Relationship Management**

Manage relationships with service providers to promote STARTTS' professional learning activities and to ensure training targets are met according to STARTTS' contractual funding agreements.

- 3.1. Manage collaborative relationships with external service providers for professional development design, delivery and evaluation.
- 3.2. Provide advice regarding content development.
- 3.3. Participate in forums, network meetings and other meetings as required.
- 3.4. Provide advice internally regarding professional development and learning for staff.

### **4. Reporting and Planning**

- 4.1. Provide regular progress updates and bimonthly reports to the Training Coordinator.
- 4.2. Participate in periodic performance appraisals with the Training Coordinator.
- 4.3. Attend clinical and community development meetings at STARTTS to maintain awareness of STARTTS' programs and current issues.

### **5. Personnel**

- 5.1. Participate in STARTTS Performance Management program and in the development of an annual Work Plan.
- 5.2. Be an active participant in team meetings to maximise contribution to the work of the team
- 5.3. Participate in STARTTS staff meetings and other relevant meetings
- 5.4. Work to ensure professional and co-operative working relationships within own team and with other departments across STARTTS.
- 5.5. Participate in identifying quality improvement initiatives/strategies.
- 5.6. Attend and participate in all training opportunities identified for the role and ensure own personal development.
- 5.7. Liaise with and seek senior advice as required.

### **6. As a STARTTS employee you are expected to:**

- Have commitment to Human Rights, EEO, WHS and Safe Work Practices.
- Carry out the role and responsibilities in a manner that is consistent with delegations, policies, procedures and operations systems of STARTTS and in line with STARTTS Code of Conduct.
- Maintain confidentiality and exercise discretion in relation to all STARTTS matters.
- Actively seek to improve skills and knowledge that will benefit the organisation.
- Project a professional image at all times and in all situations.
- Undertake any other duties that may be required within the area of work.

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### **Equal Employment Opportunity and Staff Relationships:**

- STARTTS is an Equal Employment Opportunity (EEO) employer and encompasses its philosophy and practice.
  - STARTTS rejects racism and sexism in all its forms and is committed to the elimination of racial and gender discrimination including direct and indirect racism and sexism, racial vilification, and harassment.
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**STARTTS Workplace Policies**

You must observe and comply with the provisions set out in any and all written policy, practice or procedure of STARTTS. A breach of STARTTS’ policies, practices and procedures may result in disciplinary action up to and including termination of your employment.

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**Work Health & Safety responsibilities:**

- Comply with STARTTS WHS policies and procedures.
- Work with due care and consideration to safeguard your own health and safety and the health and safety of others, and to report to your Supervisor any potential hazards, mishaps, incidents or injuries that may occur or become aware of during the course of work.

**Risk management responsibilities:** All staff have a responsibility to identify any risks (ie the chance of something happening that will have an impact on the objectives of the organisation) in the course of their work and to inform their supervisor, as per the *STARTTS Risk Management Policy and Program*.

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**Smoke-free Workplace**

STARTTS is completely smoke-free. This means that smoking is not allowed in any STARTTS’ buildings, vehicles or grounds, there are no designated smoking areas. As an employee you are required to comply with the ‘Non-smoking’ Policy.

I have read the **Trainer – Refugee Trauma Recovery #1103** Position Description, understand its contents and agree to work in accordance with the requirements of the position. I understand and accept that I must also comply with STARTTS’ policies and procedures and can be required to work in any location under the jurisdiction of STARTTS.

I also agree to strictly observe STARTTS’ policy on confidentiality of client information or such other sensitive or confidential information that I may come across in the course of my employment.

**Employee Name:** \_\_\_\_\_  
*Please print*

**Employee Signature:** \_\_\_\_\_ **Date:** \_\_\_\_\_

**CHIEF EXECUTIVE OFFICER: Jorge Aroche**

**Signature:** \_\_\_\_\_ **Date:** \_\_\_\_\_

**The review for this Position Description is due: February 2024**