



## POSITION DESCRIPTION

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

**POSITION NUMBER: 1035-N**

**Date reviewed/created: March 2022**

**POSITION TITLE: Families in Cultural Transition (FICT) Community Development (CD) Project Officer**

**TEAM:** Community Services – FICT Team

**LOCATION:** Newcastle

**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.

### **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**

The Community Services Team covers a wide range of services for refugee individuals, families and communities. The team is managed by the Community Services Coordinator and it consists of 5 smaller teams (School Liaison, Youth, Community Development, CLSR and FICT) and the following positions: CD Evaluation Officer; Grants, Tenders and Fundraising Officer; CiCT Project Officer; Community Cultural Development Officer and CD Policy Officer. The Community Services Team is integral to the STARTTS systemic approach to recovery of torture and trauma survivors.

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### **ORGANISATIONAL RELATIONSHIPS:**

1. Responsible to: FICT Team Leader
2. Responsible for: Pool of contracted FICT Bicultural Facilitators

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## **SELECTION CRITERIA:**

### **Essential Criteria:**

1. Tertiary qualifications in Adult Education, Community Development, Social Work, Social Science or other relevant field or significant experience in the field.
2. Demonstrated experience in planning, implementing and evaluating groups in a cross-cultural context.
3. Demonstrated knowledge and experience in community development, project management, advocacy, partnership building and community liaison in a multicultural context.
4. Experience in working with refugee families and understanding of the issues refugee families and older people face through the process of exile, migration and settlement.
5. Experience in supervising or mentoring others.
6. Demonstrated ability to work independently and as part of a multicultural team environment and to meet deadlines.
7. Proven excellent oral, written and interpersonal communication skills and proficiency in the use of Microsoft Office.
8. Current NSW driver's licence.

### **Desirable Criteria:**

1. Bi-lingual in a community language relevant to refugee communities living in NSW.
2. Experience in providing training in a multicultural context.
3. Knowledge of stakeholders in refugee/migrant sector in the Hunter area.

\*This position is considered child-related employment and will require a Working with Children Background Check and 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**

The FICT/CD Project Officer will enhance infrastructure and capacity of refugee communities settling in the Hunter area with the aim of creating a supportive environment for torture and trauma survivors. The position will focus on the provision of appropriate group-work interventions using a culturally congruent approach including the recruitment, training, supervision and support of a pool of Bi-Cultural FICT Program Facilitators, as well as refugee community capacity building initiatives.

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## **PRIMARY OBJECTIVES:**

1. To assist in identifying needs and capacities of torture and trauma survivors from refugee communities now residing in the Hunter area, and provide group-work and/or community development interventions as directed.
  2. To assist in development of relevant community education, community development, social support programs and projects of benefit to people from refugee communities settling in Newcastle.
  3. Provide ongoing support and oversight of FICT groups and Bicultural Facilitators.
  4. Recruitment, training and maintenance of a pool of contract Bicultural Group Facilitators.
  5. Promotion of the FICT Program through engagement with external agencies, services and stakeholders.
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## **PRIMARY DUTIES:**

### **1. CD and Groupwork**

- 1.1. Develop and implement strategies, including community liaison and education, designed to enhance links between STARTTS and refugee communities settling in the Hunter area.
- 1.2. In consultation with other staff develop and implement specific projects to address gaps in service provision.
- 1.3. Deliver or facilitate access to capacity building initiatives for refugee community leaders and groups/organisations.
- 1.4. Work with relevant STARTTS staff to identify appropriate group-work interventions for people from refugee communities settling in the Hunter area. Participate in planning, delivery and evaluation of those groups.
- 1.5. Identify and facilitate other relevant groups as per community's requests and needs.
- 1.6. Provide limited accidental counselling to the group members if required.
- 1.7. Participate in group co-facilitation where appropriate.

### **2. FICT Groupwork**

- 2.1. Support and guide FICT groups and the existing pool of bicultural facilitators in both face-to-face and online delivery modes (as required).
- 2.2. Recruit, train, support and supervise new bicultural facilitators in the facilitation of face to face and online FICT groups.
- 2.3. Resource and support bicultural facilitators in the recruitment of workshop participants and child-minders.
- 2.4. Support facilitators in the identifying and booking of local venues for group delivery.
- 2.5. Contribute to the ongoing training and professional development of group facilitators.

### **3. Administration**

- 3.1. Support and guide group facilitators to ensure the accurate recording and reporting of key information relating to group formation, delivery and evaluation.
- 3.2. Support the timely payment of all FICT contractors and external providers through prompt submission of accurate invoices.
- 3.3. Contribute to the monitoring of service provision through the collection and submission of relevant internally and externally required data.
- 3.4. Participate regularly in Community Development meetings, Staff Meetings and FICT team meetings as required.
- 3.5. Actively participate in relevant quality assurance initiatives as required.

### **4. Liaison – Consultation**

- 4.1. Take a lead in organising STARTTS community consultations in the local area, and liaise with multicultural community groups and other relevant service providers to ensure the provision of a quality service.
- 4.2. Liaise with the STARTTS clinical staff re their support in the delivery of FICT Module 4 (Trauma and Healing) or the provision of other services as the need arises.
- 4.3. Contribute to the review and evaluation of all FICT related materials.
- 4.4. Participate in relevant external/community forums and interagency meetings.
- 4.5. Assist in the evaluation and effectiveness of the services provided.

### **5. Reporting**

- 5.1. Provide bimonthly progress reports to the FICT Team Leader.
- 5.2. Report (as required by relevant law/statute) all matters of concern relating to workplace risk, group participant health and safety, or mandatory reporting with respect to children or family and domestic violence.
- 5.3. Contribute relevant information to the Team Leader for inclusion in funding agency acquittal reports.

5.4. Prepare other reports as required.

## **6. Personnel**

- 6.1. Participate in STARTTS Performance Management program and in the development of an annual Work Plan.
- 6.2. Be an active participant in team meetings to maximise contribution to the work of the team.
- 6.3. Participate in STARTTS staff meetings and other relevant meetings.
- 6.4. Work to ensure professional and co-operative working relationships within own team and with other departments across STARTTS.
- 6.5. Participate in identifying quality improvement initiatives/strategies.
- 6.6. Attend and participate in all training opportunities identified for the role.
- 6.7. Liaise with and seek senior advice as required.

## **7. 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 (i.e. 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.

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I have read the **Families in Cultural Transition (FICT) Community Development (CD) Project Officer #1035-N** 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: March 2024**