



POSITION DESCRIPTION

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

POSITION NUMBER: 1137-3

Date reviewed/created: April 2023

POSITION TITLE: Cultural Exchange Project Officer

TEAM: Community Development

LOCATION: Auburn

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.

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. It consists of 7 smaller teams (School Liaison, Youth, Community Development, Rural and Regional Community Development, My Language Team, CLSR and FICT) and the following positions: Witness to War staff, CD Evaluation Officers; Grants, Tenders and Fundraising Officer; CiCT Project Officers Community Cultural Development Officer, LGBTIQ+ Project Officers, and CD Policy Officers. The Community Services Team is integral to the STARTTS systemic approach to the recovery of torture and trauma survivors.

ORGANISATIONAL RELATIONSHIPS:

1. Responsible to: *Community Development Team Leader.*
2. Responsible for: *Nil.*

QUALIFICATIONS AND EXPERIENCE:

Being female is considered a genuine occupational qualification for this position. The position is exempt under the section 31 (2) (h) of the Anti-Discrimination Act.

SELECTION CRITERIA:

Essential Criteria:

1. Relevant qualifications (in Social Work, Psychology, Social Sciences or other relevant) or extensive experience working in the area.
2. Demonstrated knowledge and experience in community development particularly project management.
3. Understanding of settlement issues and challenges resulting from the effects of torture and trauma on individuals, families and community, particularly African women and its impact on resettlement in Australia.
4. Demonstrated group facilitation skills.
5. Demonstrated organisational skills.
6. Ability to work independently and as part of a multidisciplinary team within a multicultural environment.
7. Excellent oral, written and interpersonal communication skills and proficiency in the use of Microsoft Office.

Desirable Criteria:

1. Experience in working with African women.
2. Bi-lingual in a community language relevant to African communities living in NSW.
3. Current NSW Driver's Licence.

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

COVID -19 REQUIREMENTS

*In line with NSW Health & STARTTS Policies, 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 three vaccinations against COVID-19, or alternatively provide a Medical Contraindication in the approved form which complies with the requirements of NSW Health & STARTTS Policies, prior to appointment. Should you not be able to comply before your commencement date, the offer of employment may be withdrawn.

BRIEF DESCRIPTION OF ROLE

This position is responsible for implementing the Department of Home Affairs-funded Cultural Exchange Program. STARTTS is auspicing the Project on behalf of the African Women's Community Support Group of NSW. The Project includes the organisation of country-city cultural exchanges for African women and other Australian citizens and residents in NSW, including encouraging the social and economic participation of African women, promoting and encouraging the uptake of Australian values, promoting the acceptance of Australia's inclusive national identity and multi-faith diversity, and addressing issues in the community that show potential for, or early signs of low social integration. The Project also aims to foster integration and contribute to maintaining social cohesion.

PRIMARY OBJECTIVES:

1. Encourage the social and economic participation of African Australian women by developing skills and cultural competencies to integrate into Australian social, economic and civic life and build community resilience.
2. Promote and encourage the uptake of Australian values and amplify the value of Australian citizenship.

3. Promote a greater understanding and acceptance of Australia's inclusive national identity and multi-faith diversity.
 4. Organising four rural exchange visits for African and other migrant and refugee women
 5. Facilitate media presence at the above events to promote a positive image of African women and secure ongoing support.
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PRIMARY DUTIES:

1. Community Development

- 1.1. Attend meetings of African Women's Community Support Group.
- 1.2. Develop Project Plan for four Cultural Exchange events in rural/regional NSW.
- 1.3. Liaise with local hosts, support organisations in rural/regional NSW and client referral sources and partners in Sydney.
- 1.4. Organise Cultural Exchange activities and other logistics.
- 1.5. Ensure media awareness and engagement with the project.
- 1.6. Promote Cultural Exchange Program.
- 1.7. Register project participants.
- 1.8. Help with registration and manage any volunteers involved with the project.
- 1.9. Coordinate four cultural exchange events.
- 1.10. Lead debriefs and evaluation after the cultural exchange events.

2. Training and Supervision

- 2.1. Undertake on-the-job training where relevant.
- 2.2. Participate in community development mentoring.
- 2.3. Participate in regular STARTTS staff development days.
- 2.4. Participate in group co-facilitation where appropriate.

3. Reporting

- 3.1. Provide bi-monthly progress reports to Community Development Team Leader.
- 3.2. Prepare reports to the funding body and other reports as required.

4. Personnel

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

5. 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.

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.

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.

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*.

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 **Cultural Exchange Project Officer** 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: April 2025