



## POSITION DESCRIPTION

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

**POSITION NUMBER: 1009-4**

**Date reviewed/created: November 2023**

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**POSITION TITLE: Events Project Officer**

**TEAM:** Executive Support

**LOCATION:** Carramar

**AGREEMENT:** "NSW (Non-Declared) Affiliated Health Organisations' Professional and Associated Staff Agreement".

**CLASSIFICATION:** Health Services Manager Level 1, or other relevant classification based on qualifications, experience, and requirements of the role.

A generous salary packaging scheme is also offered.

**VACCINATION REQUIREMENT:** Category B.

**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.

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

STARTTS has undergone substantial growth since becoming an Affiliated Health Organisation. This growth is likely to continue into the foreseeable future, given changes in arrival numbers and source countries, as well as program funding areas. Changes have included substantial increases in staff numbers (particularly in the Direct Services and Clinical areas), growth in the number of offices and teams, an increased presence in rural and regional areas, increased national and international commitments and changing funding structures.

With this growth, there is an increasing demand on the Executive to effectively manage the organisation. STARTTS' Executive are responsible for various activities and accomplishments that contribute to STARTTS' mission of facilitating the healing process for survivors of torture and refugee trauma. Development and management of an appropriate executive support function for STARTTS, and promotion of agency support structures is crucial to managing the work of an expanding organisation. STARTTS recognises the need to adequately resource the coordination and management of various events and fundraising activities related to the organisation's mission, ensuring professional event delivery and enhancement of networking opportunities, while adhering to best practices.

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## ORGANISATIONAL RELATIONSHIPS:

1. Responsible to: *Executive Support Manager*.
2. Responsible for: *Nil*.

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## SELECTION CRITERIA:

### Essential Criteria:

1. Demonstrated successful event planning experience, preferably in the not-for-profit sector.
2. Proficiency in managing all aspects of event logistics, including venue selection, catering, registration, and audio-visual requirements, including strong organisational and time management skills to handle multiple tasks and deadlines efficiently.
3. Collaborative and able to integrate events seamlessly into broader organisational strategies across multidisciplinary teams and departments.
4. Excellent oral, written and interpersonal communication skills for liaising with stakeholders, sponsors, and volunteers.
5. Capacity to build positive relationships with diverse teams and external partners and ability to work independently and as part of a team within a multicultural environment.
6. Creative and innovative mindset to develop event concepts aligning with STARTTS' mission and values, attracting a diverse audience for maximum impact.
7. Proven problem-solving ability, anticipating and addressing challenges during event planning and execution while adapting to unexpected situations.
8. Cultural sensitivity, recognising the needs of refugees and survivors of torture and trauma.

### Desirable Criteria:

1. Knowledge of fundraising strategies and techniques for non-profit organisations.
2. Existing connections within the not-for-profit sector, government agencies, or relevant industries to facilitate potential partnerships and collaborations for events.
3. Demonstrated interest in human rights and social justice issues.

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

## VACCINATION REQUIREMENTS

**\*This role is a Category B role.** Category B workers must have two doses of an approved COVID-19 vaccine. *If successful you must provide evidence of vaccination.* (The annual Influenza vaccination as well as vaccination for other transmissible diseases are strongly encouraged but not mandatory).

Should you not be able to comply with vaccination requirements before your commencement date, the offer of employment may be withdrawn.

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## BRIEF DESCRIPTION OF ROLE

The Events Project Officer is responsible for planning, coordinating, and managing events that promote STARTTS' mission of providing support and care to refugees and survivors of torture and trauma. Working closely with the Executive and other departments, this position plays a pivotal role in enhancing the agency's visibility and engagement with various stakeholders.

The Events Officer position requires a proactive, creative, and highly organised individual who can deliver successful events that align with STARTTS' growth and changing funding structures. The position will involve physical activities related to event set-up, and will be required to work outside of hours at times. The role encompasses overseeing prominent events, such as STARTTS' Annual Fundraiser Ball, the NSW Humanitarian Awards, UN Day (26 June), as well as other significant organisation-wide events like anniversaries and Executive networking functions. Successful execution of these events and post-event relationship engagement is vital to furthering STARTTS' impact and support for vulnerable communities.

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## PRIMARY OBJECTIVES:

1. Drive the organisation and execution of STARTTS public events, aiming for continuous growth in excellence and overall quality.
2. Build STARTTS brand awareness and reputation, showcasing the organisation's mission, values and services to a targeted audience.
3. Cultivate loyalty and support from industry partners by delivering impactful event experiences.
4. Enhance and maintain the professional image of STARTTS and the Executive to internal and external stakeholders through well executed events.
5. Identify and cultivate potential collaborations and partnerships with other organisations and entities.
6. Increase fundraising and donor engagement around selected events in support of particular causes as directed.
7. Support education and knowledge sharing, positioning STARTTS as a thought leader in its field.
8. Curate content and activities that showcase STARTTS' expertise and contributions to the sector.
9. Celebrate organisational milestones, fostering a sense of pride and motivation among STARTTS' staff and external stakeholders.
10. Ensure inclusivity and accessibility in all aspects of event planning, attentive to the diverse backgrounds and experiences of refugees and survivors of torture and trauma.

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## **PRIMARY DUTIES:**

### **1. Event Planning and Coordination**

- 1.1. Collaborate with relevant stakeholders, including internal teams and external partners, to plan and execute various events, such as conferences, fundraising galas, workshops, and community engagement activities.
- 1.2. Develop comprehensive event project management proposals that encompass hybrid, contingency, and risk measures to ensure the smooth execution of events.
- 1.3. Create and implement detailed event timelines, project boards, and task lists to visualise workflows and manage deadlines effectively.
- 1.4. Source and secure event venues, catering services, equipment, and other necessary resources, ensuring high quality and cost-effectiveness.
- 1.5. Communicate proactively with speakers, performers, volunteers and special guests to coordinate their participation and requirements.
- 1.6. Coordinate all event logistics, including registration, attendee management, and participant communication to ensure a seamless experience for all involved.
- 1.7. Engage with event setup and organisation to ensure all elements are in place for a successful event, paying particular attention to accessibility and inclusivity.
- 1.8. Collaborate with internal teams and external partners to ensure a unified and successful event execution.

### **2. Promotional and Marketing Efforts:**

- 2.1. Work closely with the Digital Marketing Officer and Communications Officer positions to develop compelling content that leverages social media platforms and electronic newsletters to generate interest and drive attendance for STARTTS events.
- 2.2. Contribute to event-related messaging, including blog posts, press releases, and promotional materials, to effectively market events to the target audience.
- 2.3. Support the development of visually appealing event marketing materials, including invitations, flyers, and promotional campaigns, that align with STARTTS' branding. Assist in crafting engaging event pages on STARTTS' website and manage event registration and ticketing processes efficiently.
- 2.4. Collaborate with the Communications and Public Relations Officer position to ensure consistent branding and messaging across all promotional efforts.
- 2.5. Develop innovative event content and activities that position STARTTS as a thought leader in its field.

- 2.6. Promote knowledge sharing among event attendees and participants to facilitate meaningful connections and idea exchange.
- 2.7. Organise event educational sessions, workshops, and panel discussions to share knowledge and expertise among stakeholders.

### **3. Stakeholder & Fundraising/Donor Engagement**

- 3.1. Cultivate and maintain strong relationships with industry partners, sponsors, and supporters to enhance STARTTS' network and impact.
- 3.2. Contribute to the development of targeted sponsorship proposals and partnership packages to secure event and donor support from businesses, organisations, and individuals.
- 3.3. Actively engage with internal and external stakeholders to understand and meet their expectations during events.
- 3.4. Incorporate fundraising initiatives into selected events to support various causes and programs, that amplify STARTTS' social impact.
- 3.5. Source and collate fundraising packages and items for live and silent auctions, raffles and other activities.
- 3.6. Collaborate with the Digital Marketing and Communications Officer to organise and manage online auctions, raffles and other engagement activities as part of fundraising initiatives, leveraging digital platforms effectively.
- 3.7. Work closely with the Executive team to develop strategies for donor engagement during events and annual fundraising campaigns, ensuring a personalised and impactful approach.
- 3.8. Facilitate donation collection and thank-you procedures for event attendees, donors and sponsors.
- 3.9. Identify potential collaboration opportunities with other organisations and entities to expand STARTTS reach and influence.
- 3.10. Foster a sense of pride and motivation among STARTTS staff and external stakeholders, emphasising their role in the organisation's success.

### **4. Administrative and Post-Event Duties:**

- 4.1. Maintain accurate and detailed records and documentation related to events, including budgets, expenses, and attendee data.
- 4.2. Collaborate with the administration team to ensure smooth event-related processes, streamlining administrative tasks.
- 4.3. Ensure meticulous organisation of all aspects of events to deliver seamless and impactful experiences for participants.
- 4.4. Account for financial aspects, including sponsorships, ticket sales, and donations, in a transparent and organised manner
- 4.5. Monitor and evaluate event success against established goals and metrics, identifying areas for improvement.
- 4.6. Conduct comprehensive post-event activities, including team debriefs and surveys to gather internal and external feedback, ensuring continuous improvement.
- 4.7. Ensure timely acknowledgment to those who contributed to the event's success, expressing appreciation and gratitude.
- 4.8. Organise and manage event photos for future use, documentation, and promotional purposes.
- 4.9. Maintain an up-to-date and organised database of event-related information for efficient retrieval and analysis.
- 4.10. Ensure all event supplies and resources are properly checked, stored, and accounted for, optimising resource utilisation.
- 4.11. Conduct post-event evaluations and prepare comprehensive reports on event outcomes, providing insightful recommendations for future improvements.
- 4.12. Enhance future event planning and execution based on the insights gathered from evaluations and feedback.

### **5. Reporting and Planning**

- 5.1. Provide regular progress reports to the Executive, highlighting key achievements, challenges, and opportunities related to event activities.
- 5.2. Participate in periodic performance appraisals with the Executive Support Manager, discussing performance goals, feedback, and professional development opportunities.

## 6. Personnel

- 6.1. Contribute to the STARTTS strategic planning process and report on relevant Strategic Plan Key Performance Indicators (KPIs) pertaining to event-related activities, aligning events with the organisation's overarching goals.
- 6.2. Participate actively in the STARTTS Performance Management program and contribute to the development of an annual work plan that aligns with the organisation's Strategic Plan.
- 6.3. Participate actively and productively in staff and other team meetings.
- 6.4. Attend and participate in all training opportunities identified for the role and pursue other means of personal development.
- 6.5. Participate in identifying quality improvement initiatives/strategies.
- 6.6. Work to ensure professional and co-operative working relationships within own team and with other departments across STARTTS.
- 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 always.
- 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 **Events 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: November 2025**