



POSITION DESCRIPTION

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

POSITION NUMBER: 1012-1

Date reviewed/created: January 2024

POSITION TITLE: Clinical Development, Quality Improvement & Evaluation Officer

TEAM: Clinical Services – Research Team

LOCATION: Carramar

AGREEMENT: “NSW (Non-Declared) Affiliated Health Organisations’ Professional and Associated Staff Agreement 2022”.

CLASSIFICATION: Psychologist, Clinical Psychologist, or other relevant classification based on qualifications, experience and requirements of the role.

A generous salary packaging scheme is also offered.

VACCINATION REQUIREMENT: Category A.

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 Clinical Services Team consists of a group of clinicians specialised in various areas who act as a resource for other STARTTS staff to ensure their clinical skills and understanding of the client group remain current, while providing limited direct client services. Its services include Early Childhood Clinic, Student Clinic, Physiotherapy and Body Centred Therapies and Psychiatry.

This position will involve providing consultation and support to all other service areas at STARTTS: community services, direct services, and neurofeedback. This includes providing training and support to all service areas about the use of evaluation tools, assessment platforms, as well as promoting collaboration to successfully apply clinical insights, innovations, and strategic initiatives across all areas of STARTTS services. This requires proactive consultation about the impact and implications of relevant projects, policies, and procedures across STARTTS to identify opportunities for collaboration.

ORGANISATIONAL RELATIONSHIPS:

1. Responsible to: *Clinical Services Team Leader*
2. Responsible for: *NIL*

ESSENTIAL REQUIREMENTS:

1. Tertiary Qualifications in Counselling, Psychology, Social Work or another relevant Allied Health discipline.
2. Developed clinical knowledge, skill and clinical experience in the provision of psychological interventions across the lifespan. Demonstrated knowledge and skills in the use of therapies such as Cognitive Behavioural Therapies, Trauma Reprocessing Therapies, and other relevant modalities. Demonstrated skills in working with families from both systemic and other relevant modalities.
3. Demonstrated experience and ability to support the planning, implementation and evaluation of service delivery incorporating continuous improvement, evidence-based practice and research.
4. Demonstrated experience or interest in developing and delivering training & professional development workshops to a diverse range of participants, following best-practice adult education principles.
5. Demonstrated knowledge of research methodology, proven ability to support the completion of research studies, analyses, and reporting, preferably in health and mental health areas. Demonstrated developed computer skills for the purpose of analysis, specifically Microsoft Excel (or equivalent), knowledge or initiative of learning other statistical analysis programs.
6. Demonstrated understanding of the effects of torture and trauma on individuals, families, and communities and its impact on resettlement in the Australian context.
7. Demonstrated advanced time management skills to deliver projects efficiently and on time.
8. Excellent oral, written & interpersonal communication skills and proficiency in the use of Microsoft Office and the ability to work independently and as part of a multidisciplinary team within a multicultural environment.

Desirable Requirements:

- Bilingual in a relevant community language.
- Experience in working with interpreters.
- Current NSW Driver's Licence.
- Current registration to practice as a psychologist, or endorsement or working towards endorsement in clinical psychology, ideally would hold a post graduate degree in clinical psychology (Masters, and/or Doctorate or PhD) that provides eligibility for full membership of the Australian Psychological Society (APS).

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

VACCINATION REQUIREMENTS

***This role is a Category A role.** It is mandatory for Category A workers to meet and maintain the vaccination criteria (as per the current NSW Health and STARTTS policies) including annual Influenza vaccinations. Two doses of an approved COVID-19 vaccine will be required to provide a record of your COVID-19 vaccination status. *If successful you must provide evidence of vaccination.*

Additionally, vaccination and/or assessment is required for Category A workers for the following transmissible diseases – measles, mumps, rubella, varicella (chickenpox), hepatitis B, diphtheria, tetanus, pertussis (whooping cough) and tuberculosis. *If successful you must also provide evidence of vaccination and/or assessment.*

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

If you have a medical reason for why you cannot be vaccinated, a medical contraindication evidence will be required.

BRIEF DESCRIPTION OF ROLE

The overarching goal of this position is to support STARTTS to build and maintain excellence across all areas of clinical services provision. Drawing upon both the rich internal knowledge at STARTTS, along with innovations from academic and clinical research, this position will have responsibilities across three areas: research, clinical services & training. This will enable contributions to strategic

initiatives that will strengthen the organisation's capacity to provide clinical services of excellent quality and ensure rigorous, outcome-oriented reflection on our practice and explore promising innovations in fields relevant to STARTTS practice. It is a role (consultant and project management) dedicated to resourcing other staff, rather than

managing day to day operations of a specific team. This position will involve providing consultation and support to all other service areas at STARTTS: community services, direct services, and neurofeedback. This includes providing training and support to all service areas about the use of evaluation tools and assessment platforms, as well as promoting collaboration to successfully apply clinical insights, innovations, and strategic quality assurance initiatives across all areas of STARTTS services. This requires proactive consultation about the impact and implications of relevant projects, policies, and procedures across STARTTS in order to identify opportunities for collaboration.

PRIMARY OBJECTIVES:

1. Support, plan and lead the delivery of projects aimed at building and maintaining an excellent quality of STARTTS clinical services, acting as a resource for several teams and staff.
2. Provide limited individual and group counselling and support services to people from a refugee background both newly arrived and established, permanent residents and asylum seekers, whose experience of torture and trauma is affecting settlement and other areas of their lives. This includes across the lifespan and working with families.
3. Provide consultancy and/or training to STARTTS staff and other service providers working with newly arrived refugees and refugee communities including medical, allied health, counselling, and other relevant service providers.
4. Provide support to STARTTS to ensure evaluation techniques are built into clinical and community development interventions in a way that is sensitive to client needs and sustainable in ongoing service provision.
5. Work closely with the Research Team and the HIS Team to ensure that STARTTS maintains excellent systems for data collection, clinical documentation, and evaluation that are utilised confidently by staff and the clinical aspects support the quality improvement and research goals of STARTTS Strategic Plan.

PRIMARY DUTIES:

1. Clinical Services Duties

- 1.1. To coordinate and support the implementation of CAMLAP at STARTTS.
 - 1.1.1. Collaborate with the Clinical Services Team, STARTTS management and other staff to support and facilitate the service-wide implementation of the CAMLAP platform once complete.
 - 1.1.2. Collaborate with the Clinical Services Team, STARTTS management and other staff to support and facilitate the distribution of the new platform to partner organisations.
 - 1.1.3. Monitor the deployment of CAMLAP & consult with users in order to inform the continued enhancement of CAMLAP and CAMLAP related resources.
- 1.2. To coordinate and support the development of the new refugee assessment tool (Score-SR).
 - 1.2.1. Liaise with international research partners on completion of pilot-phase and additional psychometric evaluation studies.
 - 1.2.2. Develop training material to support the service-wide implementation of the new questionnaire once ready for routine clinical practice.
 - 1.2.3. When required, represent STARTTS at relevant interagency meetings and conferences to present research findings.
- 1.3. Participate and assist Clinical Services Team Leader in the preparation and writing of research and evaluation papers, articles, and reports.
- 1.4. Be actively involved in individual or group training of STARTTS staff in the use of psychological and other health related instruments and evaluation measures, as well as

providing support to staff in data entry and basic statistical analysis.

2. Clinical Data Systems Duties:

- 2.1. Participate proactively in the development of a framework to evaluate the quality of file documentation from a clinical perspective, in consultation with the clinical services team leader, clinical services and research coordinator and the health information services team leader.
- 2.2. Provide a leading role in the implementation of measures designed for ongoing monitoring and evaluation of the quality of clinical documentation and reporting at STARTTS.
- 2.3. Work closely with the HIS Team Leader in implementing an ongoing improvement plan for the quality of clinical documentation, reporting and data compliance at STARTTS.
- 2.4. Assist the Clinical Services Team Leader and HIS Team Leader in identifying and addressing gaps, issues and concerns in data quality and compliance with data related reporting timelines.
- 2.5. Work closely with the Adaptive Evaluation Platform (AEP) team to ensure the AEP initiative can rely on accurate and timely data collection.

3. Quality Improvement Duties:

- 3.1. In consultation with the Clinical Services Coordinator and Research Team leader, develop a strategy to promote the incorporation of relevant clinical knowledge and best practice approaches to support quality assurance of client services provided at STARTTS.
- 3.2. In consultation with DS Coordinator and Team Leaders, support, and resource an ongoing evaluation approach to direct counselling services. This will include the FASSTT WHO-5 project, and other routine evaluation tools used for both individual and service-level evaluation.
- 3.3. In consultation with DS, CS Coordinator and Team Leaders, provide advice and support as requested to support the evaluation of community development work, including resourcing the FASSTT WHO-5 project.
- 3.4. Support the review of STARTTS clinical documentation across assessment, treatment goals, treatment approach and outcomes, and contribute to ongoing improvement of clinical documentation in partnership with relevant staff.
- 3.5. Review and develop the TRIM system to enable the collection of data about interventions provided within individual counselling and relevant group interventions.
- 3.6. Provide training to all staff providing individual services on the use of the TRIM system and support its implementation at STARTTS.
- 3.7. Work closely with the Adaptive Evaluation Platform (AEP) Team to ensure the AEP initiative is proactively utilised to inform strategies designed to enhance the quality of services provided by STARTTS.

4. Training and practice development duties:

- 4.1. This role involves training responsibilities that will average 0.2 FTE (1 day a week) across the year, depending on the schedule of workshops.
- 4.2. The focus of this role would be to support and resource STARTTS Training team to develop and facilitate staff development workshops that provide spaces for staff to reflect on and practice key aspects of their clinical practice, particularly as it relates to the proactive utilization of evaluation as a tool to inform ongoing improvement in individual and systemic levels of services provided.
- 4.3. Play a role in supporting and resourcing the training team in the development and facilitation of external workshops and in addressing external training requests as requested by the Clinical Services Team Leader.

5. Clinical Counselling Duties:

- 5.1. Provide consultation and supervision to STARTTS staff as required.
- 5.2. Provide assessment and counselling services to clients from across the lifespan (children to older adulthood) in the context of a limited caseload.
- 5.3. Maintain a limited caseload of several clients, such that total OOS of client services is equivalent to at least 0.2 FTE (4 OOS per week).
- 5.4. Maintain flexibility in client services and consultation caseload in response to critical project demands and service demands.

6. Reporting

- 6.1. Support the Clinical Services Team Leader by contributing to the preparation of bi-monthly reports for relevant projects.
- 6.2. Provide accurate and timely reports of research data as requested and contribute to the dissemination of results, with minimal supervision.
- 6.3. Supply statistical information and maintain accurate client and group work records, with minimal supervision.
- 6.4. Provide statistical or client reports as per requests, in a timely manner.
- 6.5. Support the team leader in preparation of tenders and grants for external funding through academic and health organisations and contribute to those initiated by STARTTS staff members.
- 6.6. Contribute to the annual STARTTS strategic planning process by ensuring accurate reports and information derived from evaluation of STARTTS services is available.

7. Personnel

- 7.1. Contribute to the STARTTS strategic planning process and report on relevant Strategic Plan Key Performance Indicators (KPIs).
- 7.2. 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.
- 7.3. Be an active participant in team meetings to maximise contribution to the work of the team.
- 7.4. Participate in STARTTS staff meetings and other relevant meetings.
- 7.5. Work to ensure professional and co-operative working relationships within own team and with other departments across STARTTS.
- 7.6. Participate in identifying quality improvement initiatives/strategies.
- 7.7. Attend and participate in all training opportunities identified for the role.
- 7.8. Liaise with and seek senior advice as required.

8. 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.
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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.

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 **Clinical Development, Quality Improvement & Evaluation 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: January 2026