



POSITION DESCRIPTION

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

POSITION NUMBER: 1115-3

Date reviewed/created: February 2024

POSITION TITLE: Policy Assistant

TEAM: Community Services

LOCATION: Auburn

AGREEMENT: "NSW (Non-Declared) Affiliated Health Organisations' Professional and Associated Staff Agreement 2022".

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.

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.

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 and it consists of seven smaller teams: School Liaison; Youth; Community Development (CD); Rural and Regional CD; My Language Team, Community Living Support Refugee (CLSR) and Families in Cultural Transition (FICT)) as well as the following positions: Witness to War Client Support Workers; Tender, Grants and Fundraising Officers; Communities in Cultural Transition (CiCT) Project Officers; Community Cultural Development Officer, LGBTIQ+ Project Officers, CD Evaluation Officers and CD Policy Officers. The Community Services Team is integral to the STARTTS systemic approach to recovery of torture and trauma survivors.

ORGANISATIONAL RELATIONSHIPS:

1. Responsible to: *Community Services Coordinator and Policy Officer*
2. Responsible for: *NIL*

ESSENTIAL REQUIREMENTS:

1. Tertiary qualifications in policy, community development, social work, social sciences.
2. Demonstrated experience in policy research and analysis and associated planning, research and analytical skills.
3. Understanding of the effects of torture and trauma on individuals, families, and communities and its impact on resettlement in Australian context.
4. Demonstrated understanding of policy and legislation areas relevant to survivors of torture and trauma.
5. Demonstrated knowledge and experience in community development, advocacy, partnership building and community liaison in a multi-cultural context.
6. Excellent oral, written and interpersonal communication skills and proficiency in the use of Microsoft Office.
7. Ability to work independently and as part of a multidisciplinary team within a multicultural environment.

*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.

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

BRIEF DESCRIPTION OF ROLE

This position will support work of the Policy Officer to ensure STARTTS effective and proactive input in public policy on all levels of Government.

PRIMARY OBJECTIVES:

1. To develop awareness of current legislation, policy and service provision issues affecting STARTTS client group.
2. In consultation with Policy Officer, to contribute towards systemic approach to policy and advocacy work within STARTTS Context.
3. To contribute to relevant policy initiatives identified by STARTTS and external stakeholders.
4. To contribute to required submissions and position papers.
5. To undertake necessary background research to help inform STARTTS policy work.

PRIMARY DUTIES:

1. Routine Duties & Administration

- 1.1. If required, undertake training in working with torture and trauma survivors.
- 1.2. Develop and maintain awareness of current legislation, policy and service provision issues affecting STARTTS client group.
- 1.3. Keep STARTTS Management and other relevant staff up to date with those developments.
- 1.4. Attend relevant external meetings, forums, consultations and interagencies.
- 1.5. Participate in STARTTS community consultations program and follow up on relevant issues.
- 1.6. Implement a systemic approach to collate policy and service provision issues arising from STARTTS individual, family, and community development work.

- 1.7. Identify strategies to address those issues and provide recommendations to STARTTS Management.
- 1.8. Draft STARTTS Policy submissions and position papers and ensure those are placed on STARTTS Website.
- 1.9. Participate in relevant policy initiatives and consultative processes as identified by STARTTS Management.
- 1.10. Assist community development staff to build advocacy capacity among refugee communities.
- 1.11. Participate in compulsory staff development activities.
- 1.12. Assist in the evaluation and effectiveness of the service provided.
- 1.13. Record and document individual tasks and contributions.
- 1.14. Actively participate in Quality Assurance activities undertaken by STARTTS.

2. Reporting

- 2.1. Prepare reports on services relating to areas of work as required.
- 2.2. Supply statistical information and maintain records.
- 2.3. Provide bi-monthly reports.

3. Personnel

- 3.1. Contribute to the STARTTS strategic planning process and report on relevant Strategic Plan Key Performance Indicators (KPIs).
- 3.2. 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.
- 3.3. Be an active participant in team meetings to maximise contribution to the work of the team.
- 3.4. Participate in STARTTS staff meetings and other relevant meetings.
- 3.5. Work to ensure professional and co-operative working relationships within own team and with other departments across STARTTS.
- 3.6. Participate in identifying quality improvement initiatives/strategies.
- 3.7. Attend and participate in all training opportunities identified for the role.
- 3.8. Liaise with and seek senior advice as required.

4. 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 **Policy Assistant** 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:** _____

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The review for this Position Description is due: February 2026