



POSITION DESCRIPTION

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

POSITION NUMBER: 1086-1

Date reviewed/created: May 2024

POSITION TITLE: Trainer / Project Officer

TEAM: Training

LOCATION: Carramar

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

STARTTS utilises a systemic approach to assisting people, families and communities recover from refugee trauma and rebuild their lives in Australia, by integrating clinical and community development approaches, with interventions such as professional development and learning, policy work and advocacy to foster a positive recovery environment to facilitate refugee resettlement. STARTTS' training program resources and trains workers, students and volunteers from STARTTS, health, community and other service providers, educational institutions, and community and volunteer groups to work more effectively with people from refugee backgrounds, and others suffering from trauma, grief, depression and other related issues. STARTTS' training delivery is both in-person and online. STARTTS provides some of these trainings for free, and others for a fee which helps raise vital funds to cover some of the costs of running such an important professional development, learning and support program.

ORGANISATIONAL RELATIONSHIPS:

1. Responsible to: Training Coordinator
2. Responsible for: *NIL*

ESSENTIAL REQUIREMENTS:

1. Relevant tertiary qualifications in social work, psychology, community development, health sciences, adult education or related discipline.
2. Minimum of two years of experience working as a counsellor, case worker, community development worker or other relevant position with people from refugee backgrounds.
3. A highly developed understanding of refugee and asylum seeker experiences, the impacts of torture and refugee trauma, trauma informed and culturally safe approaches, recovery processes and a knowledge of the refugee resettlement sector.
4. Expertise in the delivering training in-person and online (eg. Via Zoom, MS Teams) to adult learners who were workers or volunteers of health and community services, and/or students studying a profession.
5. Demonstrated experience designing training materials for audiences with a wide range of English language abilities and educational backgrounds.
6. Excellent project management skills including the ability to maintain excellent working relationships, to plan, to manage the workload and meet deadlines.
7. Excellent written and spoken English communication & interpersonal skills and excellent skills in the use of computer programs including MS Word, MS PowerPoint, and MS Outlook.
8. Ability to work independently and as part of a multidisciplinary team within a multicultural environment.

Desirable Criteria:

1. Experience in the development of online training packages.
2. Interest in management and leadership.

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

VACCINATION REQUIREMENTS

***This role is a Category B role.** While it is strongly recommended that **Category B** workers be vaccinated for COVID-19, influenza, and other transmissible diseases, it is not mandatory to have these vaccinations.

Should you be unable to comply with the vaccination recommendations before your commencement date, it will not affect your offer of employment.

BRIEF DESCRIPTION OF ROLE

This position is focused on developing training materials and delivering of training to STARTTS staff and external service providers, capacity building STARTTS staff and others to deliver training, organising training events, and to manage projects related to the production of online and other types of training content. This position requires a people person who is highly organised and assertive with good project management and leadership skills, a confident public speaker, enjoys training adult learners and developing training materials; and has experience working with people from refugee backgrounds.

PRIMARY OBJECTIVES:

1. To create new training materials and review and update existing training materials that are suitable for live delivery (in-person or online) or as pre-recorded workshops and are tailored to the needs of particular audiences.
 2. To deliver trainings in-person or online.
 3. To capacity build and assist STARTTS' staff to be able to deliver training and presentations.
 4. To organise training events.
 5. To project manage the development of training materials such as pre-recorded on demand workshops and STARTTS' online induction.
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PRIMARY DUTIES:

1. Training Development

- 1.1. Create new training materials and review and update existing training materials that are suitable for live delivery (in-person or online) or as pre-recorded workshops and are tailored to the needs of particular audiences.
- 1.2. Maintain knowledge of relevant policies, programs and issues in the refugee sector, the main client groups STARTTS works with, including the socio-political and cultural backgrounds and the implications for refugee trauma resettlement work, and other knowledge crucial to designing and delivering high quality professional learning.
- 1.3. Become familiar with and competent in the use of STARTTS' training packages, and STARTTS' services and programs.
- 1.4. Conduct research and design new training packages that are well structured, creative, innovative, engaging and inclusive for a wide range of audiences including those who speak English as a second language and differing educational backgrounds.
- 1.5. Review, update and improve existing training packages.
- 1.6. Prepare and plan materials and content for tailored training based on a needs assessment, integrating theory and practice into planning and session design that will engage professionals working in a variety of roles.
- 1.7. Pilot, evaluate and adapt training packages where appropriate.
- 1.8. Engage relevant STARTTS' staff in the review and piloting process.

2. Deliver trainings in-person or online

- 2.1. Deliver high quality training sessions and other presentations for a range of health and community services, organisations and providers, and educational institutions, community, and volunteer groups, and STARTTS staff.
- 2.2. Deliver engaging and participatory workshops, presentations and other types of trainings using STARTTS' standardised training packages, tailored trainings, and other relevant materials.
- 2.3. Deliver training using a variety of adult learning delivery models and a variety of resources including, lectures, practical sessions, and conference presentations.
- 2.4. Deliver in-person training which could be at a variety of locations around Sydney, with occasional travel within NSW and other states.
- 2.5. Deliver online training, normally via Zoom or MS Teams.
- 2.6. Deliver training that is filmed for incorporation into pre-recorded on demand training.
- 2.7. Deliver other training as required.

3. Trainer Preparation

The majority of STARTTS' training is delivered by STARTTS' trainers, however there is the need for other staff to be able to deliver training who have particular expertise and those who work from STARTTS' regional offices.

- 3.1. Capacity build and assist STARTTS' staff to be able to deliver training and presentations.
- 3.2. Conduct train-the-trainer trainings to get STARTTS' staff ready to deliver trainings and presentations .
- 3.3. Provide mentoring to build training delivery capacity.
- 3.4. Assist STARTTS' staff in the preparation of training materials and rehearsals before training delivery.

4. Organise training events

STARTTS organises a lot of training events related to staff development activities and in-house tailored training requests for other organisations. The Training Coordinator will require assistance with the organisation of training events as needed.

- 4.1. Book STARTTS staff and external speakers for STARTTS training activities.
- 4.2. Brief trainers regarding the expectations of the training.

4.3. Ensure training materials are suitable for the objectives of the training event.

4.4. Other relevant tasks as required.

5. Project Management

STARTTS aims to convert its live delivery training materials to pre-recorded on demand workshops available for viewing via STARTTS' website over the coming years. Additionally, STARTTS has had an online induction program for many years which constantly needs reviewing and updating. Each workshop or induction module will require the input of a committee of STARTTS staff with the primary trainer via a process that will need to be strongly project managed to ensure the project plan and timeline is adhered to and deadlines met.

5.1. Project manage the development of training materials such as pre-recorded on demand workshops and STARTTS's online induction.

5.2. Create project plans and timelines in consultation with the Training Coordinator and the primary trainer.

5.3. Organise meetings to discuss training content and get feedback with trainers and other technical members of project committees. Document meeting discussions.

5.4. Ensure training materials are completed to deadlines.

5.5. Organise rehearsals of training presentations.

5.6. Book rooms, filming studios, and AV equipment etc as required.

5.7. Organise filming of training materials with trainers.

5.8. Ensure all training materials completed including video clips, quizzes, readings etc.

5.9. Upload training materials to online platforms (eg. YouTube, STARTTS' Training Website).

5.10. Ensure project meeting deadlines.

5.11. Any other tasks related to the project management of training material development.

6. Personnel

6.1. Contribute to the STARTTS strategic planning process and report on relevant Strategic Plan Key Performance Indicators (KPIs).

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. Be an active participant in team meetings to maximise contribution to the work of the team.

6.4. Participate in STARTTS staff meetings and other relevant meetings.

6.5. Work to ensure professional and co-operative working relationships within own team and with other departments across STARTTS.

6.6. Participate in identifying quality improvement initiatives/strategies.

6.7. Attend and participate in all training opportunities identified for the role.

6.8. 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.

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.

Induction and Orientation:

- Participate in an Induction and Orientation program with STARTTS.
- Obtain access to Trello and Organimi, which are tools STARTTS utilises for planning, coordination, and project management.
- Provide a clear, passport-style photograph for your profiles on each platform to maintain a visible and identifiable contact within the organisation.

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 **Trainer/ Project Officer #1086-1** 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: May 2026