



## POSITION DESCRIPTION

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

**POSITION NUMBER:** 1164-7

**Date reviewed/created:** August 2024

**POSITION TITLE:** Arabic Speaking Project Officer/Groupworker (Nepean Blue Mountains Arabic-Speaking Communities)

**TEAM:** Community Services – Community Development    **LOCATION:** Blacktown

**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 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 STARTTS’ approach focuses 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 Community Services Coordinator manages the team, 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; 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: *CD Team Leader.*
2. Responsible for: *NIL*

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## ESSENTIAL REQUIREMENTS:

1. Qualifications or significant experience in psychology, social work, community development, social science, counselling, group work or other relevant discipline.
2. Demonstrated experience in planning, implementing and evaluating groups in a cross-cultural context.
3. Demonstrated understanding of the effects of torture and trauma on individuals, families, and communities and its impact on resettlement in the Australian context and demonstrated adult education and/or training skills.
4. Experience in working with Arabic-speaking communities in community development and/or groupwork setting.
5. Excellent understanding of the needs and issues related to mental health literacy and suicide prevention faced by Arabic-speaking communities settling in NSW.
6. Knowledge of appropriate mental health literacy interventions and suicide prevention frameworks and strategies.
7. Effective oral, written, and interpersonal communication skills in English and Arabic, as well as proficiency in the use of Microsoft Office.
8. Ability to work independently and as part of a multidisciplinary team within a multicultural environment.

### Desirable Criteria:

1. Knowledge of stakeholders in the refugee/migrant/Mental Health sector.
2. Current NSW Driver's Licence.

\*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).

Vaccination and/or assessment is required for **Category A** workers for the following transmissible diseases – measles, mumps, rubella, hepatitis B, varicella (chickenpox), diphtheria, tetanus, pertussis (whooping cough), influenza and tuberculosis.

COVID-19 vaccination is strongly recommended but not a requirement for employment.

*If successful, you must provide evidence of vaccination and/or assessment.*

If you are unable 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.

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## BRIEF DESCRIPTION OF ROLE

This position will be working within the STARTTS Community Development Team to work with support structures in Arabic-speaking communities to increase the capacity of community leaders, peer educators and community support structures to identify and support people at risk of suicide or serious mental health illness and make appropriate referrals. The position will deliver psycho-education and lifestyle/well-being group interventions to enable Arabic-speaking community members to better identify signs of distress in themselves and develop appropriate coping strategies, develop mutually supportive relationships, break social isolation, reduce stigma associated with seeking mental health assistance, increase knowledge and access to a variety of mental health services.

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**PRIMARY OBJECTIVES:**

1. To enhance the health, social connections and well-being of Arabic-speaking community members in the Nepean Blue Mountains LHD, thus increasing the protective factors in the area of mental health and suicide prevention.
2. To enhance the capacity of Arabic-speaking community leaders in the Nepean Blue Mountains LHD to assist the community members and make appropriate referrals to relevant mental health services.
3. To enhance the capacity of Arabic-speaking community leaders in Nepean Blue Mountains LHD to engage with the mental health system and promote mutual learning between mental health services and the Arabic community.

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**PRIMARY DUTIES:****1. Groupwork**

- 1.1. Work with relevant STARTTS staff to identify appropriate group work interventions for people from Arabic-speaking communities. Participate in the planning, delivery, and evaluation of a minimum of 2 groups for the duration of the project. The groups are intended to enhance Arabic community members' health, well-being, and community connections.
- 1.2. Undertake relevant group work training.
- 1.3. Provide limited accidental counselling and casework to the group members.

**2. Community Development, Community Education and Social Support**

- 2.1. In collaboration with other STARTTS staff, organise 6 mental health literacy training sessions for Arabic-speaking communities for the duration of the project. If necessary, co-deliver the sessions.
- 2.2. In collaboration with other STARTTS staff, organise a minimum of 2 training workshops to identified peer leaders.
- 2.3. In collaboration with other STARTTS staff, organise one leadership residential program for Arabic-speaking community leaders.
- 2.4. Support the work of Arabic-speaking community mental health and suicide prevention working party that includes Arabic-speaking community leaders/elders/volunteers, and relevant mental health services.
- 2.5. Assist STARTTS staff in developing psychoeducational materials for Arabic-speaking communities.

**3. Training and Supervision**

- 3.1. Undertake on-the-job training where relevant.
- 3.2. Participate in community development mentoring.
- 3.3. Participate in regular STARTTS staff development days.
- 3.4. Participate in group co-facilitation where appropriate.

**4. Reporting**

- 4.1. Provide bi-monthly progress reports to the Team Leader.
- 4.2. Prepare other reports as required.

**5. Personnel**

- 5.1. Contribute to the STARTTS strategic planning process and report on relevant Strategic Plan Key Performance Indicators (KPIs).
- 5.2. 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.
- 5.3. Be an active participant in team meetings to maximise contribution to the work of the team.
- 5.4. Participate in STARTTS staff meetings and other relevant meetings.

- 5.5. Work to ensure professional and co-operative working relationships within own team and with other departments across STARTTS.
- 5.6. Participate in identifying quality improvement initiatives/strategies.
- 5.7. Attend and participate in all training opportunities identified for the role.
- 5.8. Liaise with and seek senior advice as required.

**6. As a STARTTS employee you are expected to:**

- Have a 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.

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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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**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.

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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, and 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 **Arabic Speaking Project Officer/Groupworker (Nepean Blue Mountains Arabic-Speaking Communities)** 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 the confidentiality of client information or other sensitive or confidential information that I may come across during my employment.

**Employee Name:**

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*Please print*

**Employee Signature:** \_\_\_\_\_ **Date:** \_\_\_\_\_

**CHIEF EXECUTIVE OFFICER: Jorge Aroche**

**Signature:** \_\_\_\_\_ **Date:** \_\_\_\_\_

**The review for this Position Description is due:** August 2026