



POSITION DESCRIPTION

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

POSITION NUMBER: 1012-4

Date reviewed/created: September 2024

POSITION TITLE: Clinical Services Project Officer (Computer Assisted Multi-Lingual Assessment Platform (CAMLAP) Implementation)

TEAM: Clinical Services

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 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. These clinicians work together to promote clinical excellence, quality improvement and innovation across all STARTTS services.

The Clinical Services Team also includes the Early Childhood Clinic, Student Clinic, Body Focused Therapies, and Psychiatry.

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, or currently pursuing relevant qualifications with strong academic performance.
2. The ability to support implementation and evaluation of service delivery incorporating continuous improvement, evidence-based practice and research.
3. Demonstrated developed computer skills for the purpose of analysis, specifically Microsoft Excel (or equivalent), knowledge or initiative of learning other statistical analysis programs.
4. Demonstrated understanding or commitment to developing understanding of the effects of torture and trauma on individuals, families, and communities and its impact on resettlement in the Australian context and demonstrated advanced time management skills to deliver projects efficiently and on time.
5. Effective oral, written and interpersonal communication skills and proficiency in the use of Microsoft Office.
6. Ability to work independently and as part of a multidisciplinary team within a multicultural environment.

Desirable Requirements:

1. Bilingual in a relevant community language.
2. Experience in working with interpreters.
3. 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.

COVID19 vaccination is strongly recommended, but not a requirement for employment.

If successful you must 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 provide administration, delivery and implementation support across a range of critical projects within the Clinical Services Area at STARTTS. The main and initial focus of this will be on the implementation of CAMLAP at STARTTS. This role would suit someone who is motivated to develop their knowledge and skills through engagement with a wide range of projects and clinical services, including clinical innovation, clinical governance, and quality improvement.

PRIMARY OBJECTIVES:

1. Provide support to the implementation of CAMLAP at STARTTS
2. Provide support to the delivery of projects aimed at building and maintaining excellent quality and promoting innovation of STARTTS clinical services.
3. Provide support to the delivery projects aimed at ensuring STARTTS maintains excellent systems for data collection, clinical documentation, and ongoing quality improvement.

PRIMARY DUTIES:

1. Clinical Services Duties

- 1.1. To 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.
 - 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. Support the ongoing implementation of CAMLAP & consult with users in order to inform the continued enhancement of CAMLAP and CAMLAP related resources.
- 1.2. Support the development & implementation of the new refugee assessment tool (Score-SR).
 - 1.2.1. As directed by the Clinical Services Team, provide support including data collection, data analysis, and ongoing monitoring.
 - 1.2.2. Support ongoing project management of the implementation of the tool.
- 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.
- 1.5. Other duties as requested in line with grading, qualifications and experience.

2. Clinical Data Systems Duties

- 2.1. Provide support to STARTTS Early Childhood & Caregiver Support Project to strengthen documentation and data collection processes, with an initial focus on DEX requirements.
- 2.2. Provide support to STARTTS Body Focused Therapy Program to strengthen documentation and data collection processes.

3. Quality Improvement Duties

- 3.1. As directed by the Clinical Services Team Leader, support initiatives aimed at promoting the incorporation of relevant clinical knowledge and best practice approaches to support quality assurance of client services provided at STARTTS.
- 3.2. As directed by the Clinical Services Team Leader, 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.
- 3.3. As directed by the Clinical Services Team Leader, support the review of the TRIM system to enable the collection of data about interventions provided within individual counselling and relevant group interventions.
- 3.4. As directed by the Clinical Services Team Leader, support 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. Reporting

- 4.1. Support the Clinical Services Team Leader by contributing to the preparation of bi-monthly reports for relevant projects.
- 4.2. 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.
- 4.3. Contribute to the annual STARTTS strategic planning process by ensuring accurate reports and information derived from evaluation of STARTTS services is available.

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 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.

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 **Clinical Services Project Officer (CAMLAP Implementation)** 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: September 2024