



POSITION DESCRIPTION

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

POSITION NUMBER: 1158

Date reviewed/created: September 2024

POSITION TITLE: Families in Cultural Transition (FICT) Team Leader

TEAM: Community Services - FICT

LOCATION: Fairfield

AGREEMENT: "NSW (Non-Declared) Affiliated Health Organisations' Health Employees Agreement 2019".

CLASSIFICATION: Health Service Manager Level 2.

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; 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.*
2. Responsible for: *FICT Team and Bicultural Facilitators (FICT, OPICT, KiC, Purple Hearts and Hayat Amina)*

SELECTION CRITERIA:

ESSENTIAL REQUIREMENTS:

1. Qualification in Adult Education, Psychology, Social Work, Welfare, Education or other relevant field, or significant experience in the field.
2. Demonstrated skills and experience in management/team leadership and excellent communication skills.
3. Experience in community development, delivering training and demonstrated group work skills.
4. Experience in working with refugee families and understanding of the issues refugee families and older people face through the process of exile, migration, and settlement.
5. Experience in project management, funding submission writing and grant acquittals.
6. Demonstrated ability to work independently and as part of a team to meet deadlines.
7. Excellent oral, written and 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.
8. Current NSW Driver's Licence.

DESIRABLE REQUIREMENTS:

1. Bi-lingual in a community language relevant to refugee communities living in NSW.
2. Experience in providing training in a multicultural context.

*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 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

FICT Team Leader is responsible for management of a team of Project Officers, training, coordination, supervision and support of a pool of Casual Bi-Cultural Facilitators across multiple interventions (FICT, Older People in Cultural Transition - OPICT, Keeping in Contact - KiC, Purple Hearts and Hayat Amina); management and coordination of information flow among Project Officers and Bi-cultural facilitators; follow-up on the issues of concern for all Project Officers; ensuring accountability with FICT/OPICT/KiC/Purple Hearts/Hayat Amina funding bodies; overseeing activities of all FICT Team staff and ensuring that all FICT-related activities comply with STARTTS Strategic Plan and Community Services Action Plan. FICT groups are delivered across NSW in all areas covered by local STARTTS offices.

The position is well suited to a candidate with strong facilitation, adult education and team leadership skills.

PRIMARY OBJECTIVES:

1. To ensure that the FICT team provides high standard effective service provision that is appropriate and responsive to the needs of the refugee communities and internal and external stakeholders it services.
 2. To participate in ongoing evaluation and lead updating of FICT program- a training package consisting of a number of workshop modules to be used with families in cultural transition.
 3. To participate in ongoing evaluation and lead updating of other programs led by FICT Team.
 4. To oversee the recruitment, training and maintenance of a pool of casual bi-cultural group facilitators.
 5. To deliver training and consultancy in use of the FICT kit, OPICT, Keeping in Contact (KiC), Purple Hearts and Hayat Amina (Safe Life).
 6. To participate in development of funding submissions for FICT and to ensure that funding body accountability requirements are met.
 7. To oversee FICT-related activities at STARTTS and follow-up on issues of concern for all FICT staff.
 8. To ensure smooth information flow related to FICT Team – internally and externally.
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PRIMARY DUTIES:

1. FICT Team

- 1.1. Convene and coordinate team meetings of the FICT Team.
- 1.2. Maintain and improve administrative systems for programs run by FICT Team, including recording and monitoring service provision and other relevant data.
- 1.3. Maintain and improve systems to evaluate programs run by FICT Team.
- 1.4. Ensure all members of the FICT team receive adequate induction to the service and training and support according to their needs.
- 1.5. Implement Performance Management systems with all staff in the FICT team.
- 1.6. Participate in seeking funding for identified FICT groups/activities.
- 1.7. Prepare reports for funding bodies including Multicultural NSW, Department of Communities and Justice, WentWest, Federal Department of Health and Ageing and Department of Home Affairs (Settlement Engagement and Transition Support – SETS Program).
- 1.8. Ensure FICT administrative procedures are appropriate and adhered to by all FICT staff.

2. Coordination of a pool of bicultural facilitators

- 2.1. Oversee the maintenance of the existing pool of bicultural facilitators.
- 2.2. Coordinate the recruitment, training and support of new bicultural facilitators.
- 2.3. Organise professional development training for all bicultural facilitators as required.
- 2.4. Coordinate, supervise and support a pool of bicultural facilitators in the facilitation of groups.

3. Liaison and Consultation

- 3.1. Participate in STARTTS community consultations and liaise with multicultural community groups and service providers to ensure the provision of a quality FICT service.
- 3.2. Support STARTTS staff in facilitating FICT sessions.
- 3.3. Ensure smooth flow of internal and external referral for group participants.

4. Maintenance and ongoing evaluation of the FICT program materials

- 4.1. Ongoing evaluation and updating of the materials used in programs run by FICT Team.
- 4.2. Development of new materials as required.

5. Oversight of FICT-related activities at STARTTS

- 5.1. Facilitate the process of action planning for FICT including amalgamation of individual FICT Project Officer Plans into a FICT Action Plan.
- 5.2. Report to Community Services Coordinator about activities, new initiatives and issues of concern for FICT staff.
- 5.3. Follow up on the issues of concern relevant to all FICT staff.
- 5.4. Ensure all FICT staff are informed of relevant policies, procedures and service developments. Also ensure that information flow is functional among FICT staff.
- 5.5. Identify, develop and implement collaborative initiatives with other teams at STARTTS to ensure complementarity of community development and clinical approaches at STARTTS.
- 5.6. Manage FICT evaluation-related initiatives in collaboration with relevant staff.

6. Reporting

- 6.1. Provide bimonthly progress reports to the Community Services Coordinator.
- 6.2. Prepare reports for funding bodies supporting programs run by FICT Team
- 6.3. Prepare other reports as required

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.

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*.

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 **Families in Cultural Transition (FICT) Team Leader #1158** 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 2026