



POSITION DESCRIPTION

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

POSITION NUMBER: 1115-2

Date reviewed/created: September 2024

POSITION TITLE: Lived Experience LGBTIQ+ Project Officer

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 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 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: *Allocated Pool of Causal Bicultural Lived Experience Facilitators*

ESSENTIAL REQUIREMENTS:

1. Qualifications in Mental Health, Social Work, Social Welfare or other relevant social science or behavioural disciplines; or equivalent experience working in the community services sector particularly with LGBTIQ+ refugees and asylum seekers.
2. Knowledge of the Australian LGBTIQ+ community and/or diverse genders, sexuality and bodies
3. Knowledge of settlement and multi-cultural services and the ability to provide case-work support to LGBTIQ+ people with refugee and asylum seeker backgrounds.
4. Demonstrated understanding of mental health issues affecting refugees and asylum seekers in particular LGBTIQ+ communities and the effects of torture on individuals, families, and communities
5. Demonstrated content knowledge and an ability to delivering training around a range of issues pertaining to LGBTIQ+ refugees and asylum seekers and engaging with the NSW Health and Social Services sector.
6. Group work skills including facilitation, organisation, record keeping and referral.
7. Excellent oral, written & interpersonal communication skills and proficiency in the use of Microsoft Office and ability to work independently and as part of a multidisciplinary team within a multicultural environment, particularly with people from diverse cultural and religious backgrounds
8. Have a lived experience of being of a refugee or asylum seeker background and identifying as a person with a diverse gender identity and/or sexuality orientation or Intersex status.

Desirable Criteria:

1. Ability to speak a relevant community language.

*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

This role will provide supervision of the Casual Bi-cultural Lived Experience LGBTIQ+ team to support their delivery of psychosocial supports primarily groups In Blacktown and Parramatta to clients. This will include guidance in their delivery of psychosocial interventions to promote behaviour modification; coordination of assistance as required; support for engagement with social and health service systems; support with access to employment and training and community integration including integration with LGBTIQ+ specific services. The role will also provide support to workshops and training. This position will work closely with other LGBTIQ+ Project Staff and Community Services Coordinator.

PRIMARY OBJECTIVES:

1. To enable people who are seeking protection and have diverse gender and/or sexual identities to engage with and contribute to:
 - the communities of LGBTIQ+ people seeking asylum or with refugee backgrounds living in Western Sydney
 - the broader LGBTIQ+ community in Australia and
 - build links with the settlement sector.
 2. To improve the mental health, wellbeing and functioning of refugee clients through provision of a range of psychosocial supports for mental health with a focus on support for peer support groups and connections with services.
 3. To assist clients to develop conceptual frameworks underpinning Australian society through group facilitation.
 4. To implement mental health literacy and suicide prevention initiatives.
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PRIMARY DUTIES:

1. Administration

- 1.1. Ensure efficient recording of data and compliance with relevant clinical records policies.
- 1.2. Enter relevant data in CAREHR.
- 1.3. Monitor own workload and performance in accordance with service standards and contractual obligations.
- 1.4. Liaise with relevant Team Leaders and Community Services Co-ordinator and report regularly on matters concerning direct services delivery.
- 1.5. Liaise with STARTTS Finance Team and HR Teams in relation to engagement and payments for casual staff.
- 1.6. Participate in educational and professional development programs to enhance understanding of the effects of torture and trauma and scientific and clinical advances that may result in better mental health and lifestyle outcomes for LGBTIQ+ STARTTS clients.
- 1.7. Collating attendance and other administrative support to groups

2. Lived Experience Contractors and Groupwork Interventions

- 2.1. Coordinate, supervise and support a pool of Bi-cultural Lived Experience contractors delivering group-work, individual client support and mental health initiatives.
- 2.2. Support peer-directed group work including attending groups and providing training, providing, and following up appropriate referrals, distributing information to members of the group including group updates and relevant external information and resources; and reporting group feedback.
- 2.3. Support and advise Lived Experience contractors when engaging in client advocacy and/or assisting clients to develop self-advocacy skills and strategies.
- 2.4. Provide support and guidance to clients including as appropriate:
 - Accompanying group members to appointments
 - Accompany members to LGBTIQ+ social events (e.g. Mardi Gras, Queer Stories), including taking people on public transport where necessary.
 - Liaise with partner agencies and other event staff when attending social activities.

3. Training

- 3.1. Undertake induction and on-the-job training.
- 3.2. Support the LGBTIQ+ project staff in devising and delivering training to the settlement and LGBTIQ+ sectors and internally within STARTTS.
- 3.3. Support to STARTTS LGBTIQ+ Allies Network
- 3.4. Participate in relevant STARTTS staff development activities.

4. Reporting

- 4.1. Prepare reports on services relating to areas of work bi-monthly or as required.
- 4.2. Provide quarterly reports to the funding body – Went West.
- 4.3. Provide other reports as required.

5. Resource Management

- 5.1. Support and assist STARTTS staff in the management of relevant program resources where required.

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.

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 **Lived Experience LGBTIQA+ Project Officer #1115-2** 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