



## POSITION DESCRIPTION

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

**POSITION NUMBER: 1070-W**

**Date reviewed/created: November 2024**

**POSITION TITLE: Rural and Regional Youth Worker and School Liaison – Wagga Wagga**

**TEAM:** Community Services - Rural and Regional Community Development

**LOCATION:** Wagga Wagga

**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

STARTTS' Mission is to develop and implement ways to facilitate the healing process of survivors of torture and refugee trauma and to assist and resource young people, and the families, individuals and organisations who work with them to provide appropriate, effective and culturally sensitive services. Additionally, it is important that school students are able to access relevant services from STARTTS irrespective of what school they attend, and, that schools in NSW are able to access support, consultancy and training from STARTTS that can help them provide effective and culturally relevant services to refugee students whose lives have been impacted by refugee trauma.

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 7 smaller teams (School Liaison, Youth, Community Development, Rural and Regional Community Development/Youth, My Language Team, CLSR and FICT) and the following positions: Witness to War staff, CD Evaluation Officers; Grants, Tenders and Fundraising Officer; CiCT Project Officers Community Cultural Development Officer, LGBTIQ+ Project Officers, and CD Policy Officers.

---

**ORGANISATIONAL RELATIONSHIPS:**

1. Responsible to: *Rural and Regional Community Development Team Leader*
2. Responsible for: *NIL*

---

**ESSENTIAL REQUIREMENTS:**

1. Relevant tertiary qualifications in a discipline such as Social Work, Health or Social Sciences, Youth Work, Health education, Community development, or significant experience in the area.
2. Demonstrated knowledge and experience in working with children and young people from refugee background and understanding of the effect of Torture and Trauma and its impact on resettlement in Wagga Wagga.
3. Demonstrated knowledge, understanding, and capacity to collaborate with youth and welfare services, networks and resources, and ability to access those relevant to the areas of individuals and family needs.
4. Demonstrated skills and experience in Group Work
5. Ability to liaise with the wider school community to organise and participate in youth focused activities and support school teachers, counsellors and the wider sector.
6. Ability to work as a team member in a multicultural and multi-disciplinary team and provide consultancy and mentoring to other staff engaged in youth and school related projects.
7. Well-developed written and verbal communication skills, including the ability to communicate effectively & creatively with individuals & families.
8. Current NSW Drivers Licence

**Desirable Criteria:**

1. Bi-lingual in a community language relevant to newly arrived refugee communities living in NSW
2. Demonstrated experience in the development and delivery of training programs and/or understanding of adult education principles.
3. LR License or willingness to obtain one

\*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 position is a combination of direct work and engagement with Young People from Refugee Backgrounds and support for school systems. The position is funded by the NSW Government Regional Youth Hubs program.

---

**PRIMARY OBJECTIVES:**

1. To liaise and consult with young people of refugee background, refugee communities and relevant organisations about the needs of young people, build capacity and identify gaps in services.
2. To advocate for the development of appropriate services to address Young People's needs.
3. To participate in the development of STARTTS services and programs to address the specific needs of young people and children of refugee background in conjunction with other relevant STARTTS staff.
4. To coordinate the delivery of STARTTS' residential youth camps and group workshops/programs for youth.
5. To network and support organisations working with or likely to come into contact with young people of refugee background and participate in collaborative initiatives.
6. To provide support for refugee communities wishing to develop their own youth projects.
7. To implement or support the existing Regional School meetings and provide support to participating schools.
8. To act as a resource and link to other STARTTS services, and provide support, training and consultancy for teachers, school counsellors, working with refugee children and youth in the allocated region.

---

## **PRIMARY DUTIES:**

### **1. Group Interventions**

- 1.1. Provide group interventions and workshops (art/cultural/sport) for young people and children of Refugee backgrounds
- 1.2. Work with STARTTS and school staff where relevant to deliver group interventions.
- 1.3. Undertake regular case reviews and follow-up of children and youth with relevant staff from STARTTS and schools.

### **2. Community and Stakeholder Liaison**

- 2.1. Participate in an agency-wide response to community consultations with selected communities in respect of youth and school related issues and actions.
- 2.2. Represent STARTTS at children and young people related interagencies and forums and selected education institutions.

### **3. Facilitating Programs and Group Work Activities**

- 3.1. Facilitate the delivery of STARTTS' residential camp programs and conduct other relevant Youth Work, Community Development and group work activities
- 3.2. Facilitate at least two STARTTS Youth Camps per annum for refugee children and young people in the region
- 3.3. Facilitate youth groups and workshops for young people in collaboration with schools, youth and other relevant services.

### **4. Developing STARTTS Services and Programs**

- 4.1. Participate in the development of STARTTS services and programs to address the specific needs of refugee young people and children in conjunction with STARTTS staff.
- 4.2. Participate in the development of strategic plans regarding services to young people and children.
- 4.3. Ensure that issues specific to young people are considered during this process.

### **5. Supporting Refugee Communities**

- 5.1. Provide support to refugee communities wishing to develop their own youth projects.
- 5.2. Develop relationships with relevant refugee communities

- 5.3. Provide training, advice and guidance with project planning, implementation and evaluation
- 5.4. Assist with funding submission writing
- 5.5. Assist with linking refugee community organisations with other relevant stakeholders
- 5.6. Mentor youth leaders likely to run projects in their own communities.

## **6. Working with School Systems**

- 6.1. Ensure consolidated and coherent approach to STARTTS work with school systems
- 6.2. Identify and engage with schools and other relevant stakeholders in region wide meetings.
- 6.3. Support participating schools with development of the “whole of school approach” when working with refugee children and young people.
- 6.4. Work with the STARTTS team to develop a thorough understanding of the STARTTS past and current engagement with schools.
- 6.5. Act as an interface between schools and STARTTS services.
- 6.6. Deliver training and consultancy to school staff or arrange other trainers where relevant
- 6.7. Enhance connections between STARTTS and public and private education sector and act as a resource for teachers and school counsellors working with refugee children and youth.
- 6.8. Ensure relevant public and private education staff are aware of STARTTS services and keep them up to date with new developments at STARTTS.
- 6.9. Attend relevant meetings, interagencies and forums.
- 6.10. Provide consultancy to teachers and school counsellors where required.

## **7. Other relevant tasks**

- 7.1. Undertake continuing professional development related to the role including the effects of torture and trauma and the approaches to rehabilitation available at STARTTS.
- 7.2. Maintain confidentiality of STARTTS clients.
- 7.3. Undertake relevant staff development activities particularly community development focused

## **8. Reporting**

- 8.1. Prepare bimonthly reports to Rural and Regional Community Development Team Leader
- 8.2. Supply statistical information and maintain accurate client records in CAREHR and requirements relevant to the funding body.

## **9. Variation of Hours**

- 9.1. You may be required to work reasonable additional hours as necessary for the proper performance of your duties and to meet the needs of STARTTS.
- 9.2. Your hours may be varied with more than 24 hours' notice prior to the commencement of those working hours (Varied Hours).
- 9.3. If you are offered and accept varied hours, and this results in your hours for the relevant roster cycle exceeding your specified hours, you will accrue time in lieu instead of being paid overtime for these additional hours.
- 9.4. Varied hours may be withdrawn by you, in writing, with more than 24 hours' notice prior to the commencement of the varied hours.
- 9.5. You may be required to work evening and weekend hours, with at least 24 hours notices, depending on program schedules.
- 9.6. If you are required to work hours in the evenings or early mornings, flexi-time arrangements may apply, allowing for a earlier/later start time on the same day to accommodate these hours.
- 9.7. You may be required to travel within the community to various program sites as required of the position.
- 9.8. You may participate in physical recreational activities as necessary of the position.

## 10. Personnel

- 10.1. Contribute to the STARTTS strategic planning process and report on relevant Strategic Plan Key Performance Indicators (KPIs).
- 10.2. 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.
- 10.3. Be an active participant in team meetings to maximise contribution to the work of the team.
- 10.4. Participate in STARTTS staff meetings and other relevant meetings.
- 10.5. Work to ensure professional and co-operative working relationships within own team and with other departments across STARTTS.
- 10.6. Participate in identifying quality improvement initiatives/strategies.
- 10.7. Attend and participate in all training opportunities identified for the role.
- 10.8. Liaise with and seek senior advice as required.

## 11. 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 **Rural and Regional Youth Worker and School Liaison – Wagga Wagga** 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:** November 2026