



POSITION DESCRIPTION

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

POSITION NUMBER: 1138

Date reviewed/created: November 2024

POSITION TITLE: Youth Project Officer

TEAM: Youth Team – Community 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 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, 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. The Community Services Team is integral to the STARTTS systemic approach to recovery of torture and trauma survivors.

ORGANISATIONAL RELATIONSHIPS:

1. Responsible to: Youth Program Team Leader
2. Responsible for: *Nil*

SELECTION CRITERIA:

ESSENTIAL REQUIREMENTS:

1. Tertiary qualifications in youth work, community development, health or the social science 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 Australia.
3. Demonstrated understanding of current legislation relevant to work with children and young people.
4. Demonstrated knowledge and experience in community development, advocacy, partnership building and community liaison in a multi-cultural context.
5. Demonstrated experience in delivering group interventions and the ability to organise and facilitate groups.
6. Excellent oral, written & interpersonal communication skills including consultation, negotiation, presentation and liaison skills and ability to work independently and as part of a multidisciplinary team within a multicultural environment.
7. Demonstrated knowledge and experience in the use of social media and digital platforms for youth engagement.
8. Current NSW Driver's Licence and First Aid Certificate.

DESIRABLE REQUIREMENTS:

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.

*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 is an interesting position for a highly motivated person with youth work and community development skills. This position is responsible for delivery of STARTTS youth services; engaging young people in meaningful activities and programs that encourage participation in community, addresses barriers to engagement and foster skills development; participation in residential programs; participation in STARTTS work with schools and youth and children's services; establishment and support of STARTTS Youth Advisory Group –YAG; administration of STARTTS Youth Team social/digital media platforms; provision of support and mentoring for other STARTTS staff working with refugee young people; supporting youth initiatives within various refugee communities; and networking and liaison with relevant stakeholders.

PRIMARY OBJECTIVES:

1. Liaise and consult with young people of refugee background, refugee communities and relevant organisations about the needs of young people, identify gaps in services and advocate for the development of appropriate services to address those needs.
2. 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.
3. Coordinate and deliver STARTTS' residential and group programs for youth.
4. Network and support organisations working with or likely to come into contact with young people of refugee background and participate in collaborative initiatives.
5. Provide support to refugee communities wishing to develop their own youth projects.
6. Facilitate coordination of STARTTS Youth Advisory Group-YAG.
7. Administering Youth Team Social / Digital media platforms.

PRIMARY DUTIES:**1. Liaison and Consultation**

- 1.1. Liaise and consult with refugee young people, refugee communities and relevant organisations about the needs and strengths of refugee young people.
- 1.2. Identify gaps in services and advocate for the development of appropriate services to address those needs.
- 1.3. Attend relevant youth interagencies and other similar fora.
- 1.4. Participate in STARTTS Community Consultations to ensure youth input.
- 1.5. Identify gaps in services and policy issues and feed those to the STARTTS Policy Officer or senior staff.
- 1.6. Identify and implement collaborative projects with relevant stakeholders.

2. STARTTS Services & Programs

- 2.1. 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.
- 2.2. Provide mentoring and consultancy to other STARTTS staff members in their development of programs targeting young people and children.
- 2.3. Participate in the development of strategic plans regarding services to young people and children.
- 2.4. Ensure that issues specific to young people are considered during this process.
- 2.5. Participate in the STARTTS Children and Adolescents Working Group.

3. STARTTS Residential & Group Programs

- 3.1. Coordinate and deliver STARTTS' residential and group programs for young people of refugee background.
- 3.2. Organise two Residential Program targeting 14–17-year-olds per annum.
- 3.3. Organise one mixed gender Residential Program targeting 10–13-year-olds per annum.
- 3.4. Run at least t four young people's groups per annum within schools and/or community setting.
- 3.5. Support regional youth residential programs as required.
- 3.6. Participate in STARTTS after hour's program on Friday nights and other after hour programs as required.

4. Networking

- 4.1. Network with people working with refugee young people or likely to come into contact with young people and participate in collaborative initiatives.
- 4.2. Attend relevant interagencies.
- 4.3. Identify and implement collaborative projects with relevant stakeholders.

4.4. Provide STARTTS Training to relevant stakeholders as required.

5. 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. STARTTS Youth Advisory Group-YAG

6.1. Facilitate coordination of STARTTS Youth Advisory Group-YAG.

6.2. Recruit volunteers for YAG.

6.3. Organise training in the area of leadership, peer support and project management for the YAG members.

6.4. Provide support to YAG members to deliver community activities and events.

6.5. Facilitate flow of YAG feedback to STARTTS service planning, implementation and evaluation.

7. Social / Digital Media Platforms

7.1. Develop Youth Social Media Strategy in line with STARTTS Policies and collaboration with STARTTS Communications staff.

7.2. Guide implementation of the Strategy.

7.3. Create an Editorial Calendar of events.

7.4. Monitor activity and engage with members.

7.5. Moderate conversations on Youth Program platforms.

8. Reporting and Other Relevant Tasks

8.1. Prepare bimonthly reports and submit to Youth Program Team Leader.

8.2. Supply statistical information and maintain accurate client records in CAREHR

8.3. If necessary, undertake training about the effects of torture and trauma and the approaches to rehabilitation available at STARTTS.

8.4. Maintain confidentiality of STARTTS clients.

8.5. Undertake relevant staff development activities particularly community development focused

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, including overnight stays at camps, 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 an 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 **Youth Project Officer #1138** 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