



POSITION DESCRIPTION

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

POSITION NUMBER: 1035-FS

Date reviewed/created: September 2024

POSITION TITLE: Families in Cultural Transition (FICT) Bicultural Facilitator - CASUAL

TEAM: Community Services - Families in Cultural Transition (FICT) **LOCATION:** Various STARTTS Office

AGREEMENT: "NSW (Non-Declared) Affiliated Health Organisations' Professional and Associated Staff Agreement 2022".

CLASSIFICATION: Health Education Officer

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 Families in Cultural Transition program is delivered under the Community Services team, a team covering a wide range of services for refugee individuals, families and communities. FICT is the core group-based program among a suite of allied programs all aiming to provide support, education and healing to recently arrived refugees as they navigate the transition to their new life with all its complex social, political, economic and cultural systems and realities.

ORGANISATIONAL RELATIONSHIPS:

1. Responsible to: *FICT Team Leader or delegate (FICT Project Officers)*
2. Responsible for: *NIL*

ESSENTIAL REQUIREMENTS:

1. Qualifications or extensive experience in education, adult education, social work, social science, community work, community welfare, health or related field.
2. Understanding of the key issues faced by refugees and asylum seekers as they settle in a new country and culture
3. Strong/active connections with the refugee community (from your language/cultural background) across NSW.
4. Highly motivated to work with newly arrived refugees/Asylum seekers and empathetically support their cultural transition in Australia.
5. Ability to speak, read and write in English to at least an intermediate level and a fluent speaker and writer of a relevant community language.
6. Ability to work independently and in close collaboration with a group co-facilitator.
7. Available to attend 4 full days of face-to-face training/selection (unpaid)
8. Be a member of one of the following community/language groups:
 - Ezidi Community
 - Afghan (Hazaragi – Dari – Pashto speaking)
 - Palestinian
 - Ukrainian
 - Iraqi - Syrian (and other Arabic speakers) from both Muslim and Christian backgrounds
 - Congolese and other Swahili speakers
 - Iranian
 - Ahwazi
 - Ahmadiyya
 - Myanmar (Rohingya, Karen, Chin, Kachin...)

DESIRABLE REQUIREMENTS

- Lived experience of having been a refugee or from a refugee-like background. Have lived in Australia for at least 6 months, having arrived as a refugee/asylum seeker (or in similar circumstances)
- Experience in running groups for adults (as a teacher, educator, community worker, health worker or similar).
- Experience in using online communication tools such as Zoom – WhatsApp – Microsoft Teams

*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

FICT Facilitators are responsible for the formation and delivery of groups (comprising 12-16 refugees/Asylum seekers) participating in the 10-week STARTTS' 'Families in Cultural Transition' program. The content and activities that make up the FICT program are contained in a set 'FICT Kit' but Facilitators are required to prepare a tailored program which selects the activities most relevant to the needs, culture and experience of group members. Facilitators are the main recruiters of participants and will also be actively involved in organising the venue, catering and child minding for groups they facilitate. All FICT groups are delivered in community settings and at times/days that are convenient for both Facilitators and group members and always engaging two Facilitators who will work in close collaboration with one another alongside an assigned FICT Project Officer. Each group runs for around 3 hours and include the provision of a light meal. Due to funding restrictions, most groups need to be run on weekdays or weekday evenings, particularly in Sydney.

This role will suit a person who is highly motivated to support members of their own ethnic/language community who have recently arrived in Australia from asylum seeker or refugee/refugee like backgrounds as they navigate the challenges of settlement in a new and strange country and culture. A Facilitator needs to be available to Facilitate groups primarily on weekdays or evenings and may do this alongside part-time work or study as workdays/times are flexible. Delivery of each group will provide around 80 hours of work in total - with most Facilitators being permitted to deliver only one group at a time.

PRIMARY OBJECTIVES:

1. To work collaboratively with a co-facilitator to form and facilitate ten-week Families in Cultural Transition programs for groups of 12-16 former refugees/Asylum seekers from the same ethnic/language background
2. To ensure the delivery of culturally relevant and appropriately tailored FICT programs selecting the most relevant materials from the existing FICT Kit modules.
3. To work closely with an assigned FICT Project Officer to monitor the wellbeing of individual group members and actively build community and connection among group participants.
4. To ensure the smooth functioning of each FICT group with respect to practical considerations such as venue, set up and pack down, catering and child minding.
5. To endeavour to provide all FICT group members with a positive, safe, supportive and empowering experience which leaves them with increased levels of confidence in their ability to meet the challenges of cultural transition they are facing.

PRIMARY DUTIES:

1. FICT Groups

- 1.1. Work in equal partnership with a Co-Facilitator to prepare and deliver those FICT groups run with the prior approval of the FICT Team Leader.
- 1.2. Recruit participants for a FICT group from within their community - with the support of relevant STARTTS staff.
- 1.3. In collaboration with the FICT Project Officer, arrange for the provision of group catering and child-minding services and access to a suitable group venue.
- 1.4. Select, translate and adapt FICT resources (from the provided FICT Kit) for use in group sessions, tailored to the specific needs of each FICT group.
- 1.5. Work with the Project Officer to help resolve any conflict that might emerge in the context of facilitating a FICT group.
- 1.6. Maintain accurate and confidential group and participant records and submit such records to the Project Officer in a timely manner.
- 1.7. Fulfil 'Mandatory Reporting' responsibilities with respect to any relevant group participant disclosures.
- 1.8. Participate in evaluation of group sessions/program.
- 1.9. Participate in regular supervision with an assigned FICT Project Officer.

2. Personnel

- 2.1. Contribute to the STARTTS strategic planning process and report on relevant Strategic Plan Key Performance Indicators (KPIs).
- 2.2. 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.
- 2.3. Be an active participant in team meetings to maximise contribution to the work of the team.
- 2.4. Participate in STARTTS staff meetings and other relevant meetings.
- 2.5. Work to ensure professional and co-operative working relationships within own team and with other departments across STARTTS.
- 2.6. Participate in identifying quality improvement initiatives/strategies.
- 2.7. Attend and participate in all training opportunities identified for the role.
- 2.8. Liaise with and seek senior advice as required.

3. 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 **Families in Cultural Transition (FICT) Bicultural Facilitator – CASUAL #1035-FS** 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