



## POSITION DESCRIPTION

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

**POSITION NUMBER: 1036**

**Date reviewed/created: January 2025**

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**POSITION TITLE: Community Engagement 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.

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### **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.

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### **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, Witness to War staff and CD Policy Officers. The Community Services Team is integral to the STARTTS systemic approach to recovery of torture and trauma survivors.

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### **ORGANISATIONAL RELATIONSHIPS:**

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

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Being female is considered a genuine occupational qualification for this position. The position is exempt under the section 31 (2) (h) of the Anti-Discrimination Act.

### **ESSENTIAL REQUIREMENTS:**

1. Tertiary qualifications in youth work, sports science/recreation, community development, health or the social science or significant experience in the area.
2. Demonstrated understanding of soccer (football).
3. Demonstrated knowledge and experience in working with women and girls from refugee background and understanding of the effect of Torture and Trauma and its impact on resettlement in Australia.
4. Demonstrated understanding of the barriers experienced by girls and women from refugee when trying to participate in organised sport.
5. Knowledge and understanding of the current legislation relevant to work with children and young people.
6. Demonstrated knowledge and experience in community development, organised sport, partnership building and community liaison in a multi-cultural context.
7. 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.
8. Demonstrated knowledge and experience in the use of social media and digital platforms for youth engagement.

\*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.

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### **BRIEF DESCRIPTION OF ROLE**

The position will work within the STARTTS Youth Team to develop the participation of girls and women in weekly football activities, in a joint partnership with the Western Sydney Wanderers (WSW). The project is a collaboration between STARTTS and WSW addressing the barriers to participation of girls and women in sport and funded for a three-year period to June 2027. The role will play an integral role in the engagement of participants and in co-developing wrap-around services such as transport and on-site childminding to ensure maximum participation. This is an exciting opportunity for someone passionate about sport and ensuring girls and women have opportunities to participate in organised sport.

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### **PRIMARY OBJECTIVES:**

1. Lead STARTTS' role in the partnership with Western Sydney Wanderers and implementation of the Play Our Way Football Program.
2. Develop and implement outreach strategies to engage girls and women from refugee backgrounds in organised sport (soccer).

3. Build relationships with community organisations, schools, and other stakeholders to identify opportunities for collaboration and partnership
  4. Provide support and leadership to empower girls and women from refugee backgrounds to participate in the Play Our Way Program
  5. Advocate for the needs and rights of girls and women from refugee backgrounds in the participation of organised sport
  6. Gather feedback and input from community members to inform program development and required reporting
  7. Collaborate with other team members and external partners to ensure integrated support for girls and women from refugee backgrounds
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## **PRIMARY DUTIES:**

### **1. Program Coordination**

- 1.1. Lead STARTTS' role in the partnership with Western Sydney Wanderers and implementation of the Play Our Way Football Program
- 1.2. Liaise with WSW Program Manager in the creation of annual training schedule
- 1.3. Schedule transport of participants to and from designated training facility using transport provided by WSW
- 1.4. Establish an on-site childminding service accessible by women with young children during scheduled training activities
- 1.5. Organise catering needs linked with weekly training activities ensuring it meets participant and cultural needs

### **2. Outreach Development**

- 2.1. Develop and implement outreach strategies to engage girls and women from refugee backgrounds in the Play Our Way – Refugee and Asylum Seeker Women in Football Program
- 2.2. Conduct relevant research to identify barriers to participation of girls and women from refugee backgrounds in organised sport
- 2.3. Develop outreach plans and materials (e.g. flyers, posters, social media campaigns) to promote participation in the Play Our Way - Refugee and Asylum Seeker Women in Football Program to the target group
- 2.4. Establish relationships with community leaders, organisations, and service providers to build trust and increase accessibility of program

### **3. Stakeholder Engagement**

- 3.1. Build relationships with community organisations, schools, and other stakeholders to identify opportunities for collaboration and partnership
- 3.2. Attend community events, meetings, and conferences to build relationships with stakeholders
- 3.3. Identify potential collaborators, including local schools, community centers, places of worship, settlement service providers, refugee-led organisations and leaders.
- 3.4. Develop and maintain collaborative relationships with stakeholders to identify opportunities for joint programming, referrals, and resource sharing

### **4. Support and leadership to Participant**

- 4.1. Provide support and leadership to empower girls and women from refugee backgrounds to participate in the Play Our Way – Refugee Girls and Women Football Program
- 4.2. Provide individual and group support to girls and women from refugee backgrounds to ensure participation in scheduled activities
- 4.3. Collaborate with Play Our Way - Refugee and Asylum Seeker Women in Football program staff to develop culturally sensitive programming that meets the needs of girls and women from refugee backgrounds

## **5. Advocacy**

- 5.1. Advocate for the needs and rights of girls and women from refugee backgrounds to participate in organised sport
- 5.2. Build sector relationships to raise awareness about the needs and barriers to participation in organised sport of girls and women from refugee backgrounds
- 5.3. Provide input into policy development that affects the participation in sport of girls and women from refugee communities in organised sport

## **6. Program Evaluation**

- 6.1. Gather feedback and input from community members to inform program development and reporting
- 6.2. Conduct regular surveys or focus groups with community members to gather feedback on program effectiveness. Share findings with program staff, stakeholders, or funders as required
- 6.3. Use data collected from surveys or focus groups to inform program development, for reporting of outcomes to funder and in partnership with WSW to make necessary program adjustments

## **7. Record Keeping**

- 7.1. Maintain accurate records and reports on program activities and outcomes
- 7.2. Keep detailed records of program activities, including outreach efforts, participant demographics, program participation rates using STARTTS digital records systems.
- 7.3. Prepare regular reports on program outcomes, successes, challenges, or concerns

## **8. Professional Development**

- 8.1. Stay up-to-date on current trends and best practices in community engagement through organised sport
- 8.2. Participate in professional development opportunities including attendance at training sessions, workshops or conferences focussed on using organised sport as a tool for community engagement and empowerment of girls and women
- 8.3. Monitor studies and programs that explore the impact of organised sport on refugee girls' and women's empowerment, well-being, and social integration.
- 8.4. Collaborate with sports organisations, community groups, and sector experts to share knowledge, resources, and strategies for increasing the participation of refugee girls and women in organised sports activities.

## **9. Team Collaboration**

- 9.1. Collaborate with other team members and external partners to ensure integrated support for girls and women from refugee backgrounds
- 9.2. Work closely with STARTTS and WSW program staff to ensure a coordinated approach in the delivery of football activities for girls and women from refugee backgrounds
- 9.3. Participate in internal meetings or committees to share information or coordinate efforts across teams. This includes Youth Team meetings, Community Services and All STARTTS staff meetings.

## **10. Variation of Hours**

- 10.1. Variation of Hours
- 10.2. 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.
- 10.3. Your hours may be varied with more than 24 hours' notice prior to the commencement of those working hours (Varied Hours).
- 10.4. 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.

- 10.5. Varied hours may be withdrawn by you, in writing, with more than 24 hours' notice prior to the commencement of the varied hours.
- 10.6. You may be required to work evening and weekend hours, with at least 24 hours notices, depending on program schedules.
- 10.7. If you are required to work hours in the evenings or early mornings, including overnight stays at camps, flexi-time arrangements may apply, allowing for an earlier/later start time on the same day to accommodate these hours.
- 10.8. You may be required to travel within the community to various program sites as required of the position.
- 10.9. You may participate in physical recreational activities as necessary of the position.

## **11. Personnel**

- 11.1. Contribute to the STARTTS strategic planning process and report on relevant Strategic Plan Key Performance Indicators (KPIs).
- 11.2. 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.
- 11.3. Be an active participant in team meetings to maximise contribution to the work of the team.
- 11.4. Participate in STARTTS staff meetings and other relevant meetings.
- 11.5. Work to ensure professional and co-operative working relationships within own team and with other departments across STARTTS.
- 11.6. Participate in identifying quality improvement initiatives/strategies.
- 11.7. Attend and participate in all training opportunities identified for the role.
- 11.8. Liaise with and seek senior advice as required.

## **12. 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.

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### **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.

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### **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*.

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### **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.

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I have read the **Community Engagement Officer #1036** 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:**

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*Please print*

**Employee Signature:** \_\_\_\_\_ **Date:** \_\_\_\_\_

**CHIEF EXECUTIVE OFFICER: Jorge Aroche**

**Signature:** \_\_\_\_\_ **Date:** \_\_\_\_\_

**The review for this Position Description is due: January 2027**