



POSITION DESCRIPTION

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

POSITION NUMBER: #1135-6

Date reviewed/created: Feb 2025

POSITION TITLE: Lived Experience Refugee Carer Support Worker

TEAM: Community Services – Families in Cultural Transition (FICT) **LOCATION:** Wollongong

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: *FICT Team Leader*
2. Responsible for: *NIL*

QUALIFICATIONS AND EXPERIENCE:

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

ESSENTIAL REQUIREMENTS:

1. Relevant qualifications (Health, Social Work, Psychology, Social Sciences, Youth Work or other relevant) or related experience.
2. Demonstrated lived experience as a refugee carer.
3. Understanding of refugee issues and the effects of torture on individuals, families and communities with a particular focus on women and families.
4. Bi-lingual in English and a community language relevant to refugee communities living in Wollongong.
5. Demonstrated Group Work skills and/or experience.
6. Excellent oral, written & interpersonal communication skills and proficiency in the use of Microsoft Office.
7. Ability to work independently and as part of a multidisciplinary team within a multicultural environment.
8. Current NSW Driver's licence.

Desirable Requirements:

1. Demonstrated skills/experience in providing training in a multicultural context.

*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 position will be working within STARTTS Families in Cultural Transition (FICT) Team to enhance the capacity of carers in Wollongong from refugee communities with the aim of creating more equity and access to carer support services. A focus will be on delivering carer wellbeing interventions, as well as creating cultural safety outcomes by upskilling mainstream services, so refugee-background carers are more likely to access supports. The position will also provide appropriate groupwork interventions using a culturally congruent approach.

PRIMARY OBJECTIVES:

1. To establish a Wollongong Carers Group for Refugees, which will offer training in mental health literacy, carer roles, available support services, and access to these services.
2. To assist in the provision of consultancy and training to agencies seeking to provide services to carers from refugee communities.

3. To advocate for the development of appropriate services to address the unique needs of refugee-background carers.

PRIMARY DUTIES:

1. Groupwork

- 1.1. Work with relevant STARTTS staff to identify appropriate groupwork interventions for refugee-background carers and their families.
- 1.2. Organise group sessions on a regular basis as agreed by members, where participants and agencies can discuss various issues and topics related to mental health care, deliver health and wellbeing activities, and other relevant capacity-building initiatives. These sessions will offer a safe and supportive space for refugee carers to share their experiences, learn from others, and gain valuable insights into the local support systems available to them.
- 1.3. Coordinate, collaborate, and facilitate relevant group excursions, etc. as per the communities' needs.

2. Community Development, Community Education and Social Support

- 2.1. Promote STARTTS services to refugee-background carers.
- 2.2. Contribute to development of a Cultural Safety Audit Tool to assist services in assessing and ensuring culturally responsive ways of working with refugee communities and understand key cultural nuances when engaging carers from diverse backgrounds.
- 2.3. Participate in and assist with the STARTTS Training Team's up-skilling of mainstream carer services to help create more culturally safe carer health services in Wollongong.
- 2.4. Participate in the development of in-language printed/digital materials (videos, written resources), ensuring accessibility for refugee carers across the different language groups living in the Wollongong area, with primary focus on Banyamulenge (DRC) – Kinyamulenge, Karenni (Myanmar), Zomi (Myanmar), Syrian – Arabic, Iranian – Farsi.

3. Training and Supervision

- 3.1. Undertake on-the-job training where relevant.
- 3.2. Participate in community development mentoring.
- 3.3. Participate in group co-facilitation.

4. Reporting

- 4.1. Provide monthly progress reports to FICT Team Leader.

5. Personnel

- 5.1. Contribute to the STARTTS strategic planning process and report on relevant Strategic Plan Key Performance Indicators (KPIs).
- 5.2. 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.
- 5.3. Be an active participant in team meetings to maximise contribution to the work of the team.
- 5.4. Participate in relevant STARTTS staff meetings and stakeholder meetings.
- 5.5. Work to ensure professional and co-operative working relationships within own team and with other departments across STARTTS.
- 5.6. Participate in identifying quality improvement initiatives/strategies.
- 5.7. Attend and participate in all training opportunities identified for the role.
- 5.8. Liaise with and seek senior advice as required.

6. 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 Refugee Carer Support Worker** 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: March 2027