



## POSITION DESCRIPTION

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

**POSITION NUMBER: 1147**

**Date reviewed/created: September 2020**

---

### POSITION TITLE:

**Community Living Support Refugee (CLSR) Bi-Cultural Assistant Client Support Worker – Casual**

**TEAM:** CLSR

**LOCATION:** Various areas

**AGREEMENT:** “NSW (Non-Declared) Affiliated Health Organisations’ Professional and Associated Staff Agreement”.

**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.

**PERIOD OF APPRAISAL:** Performance will be assessed within 6 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

Mental Health – Community Living Support Refugee (MH-CLSR) is a unique program that aims to provide trauma-informed, recovery focused and culturally appropriate psychosocial supports to refugees and asylum seekers who are experiencing psychological distress, mental ill health and impaired functioning.

The objectives of MH-CLSR are:

- To improve the mental health, wellbeing and functioning of program clients.
- To increase social participation and community integration of program clients.
- To prevent acute mental health crises and avoidable admissions to hospital or presentations to emergency departments.

STARTTS is in a partnership with New Horizons to deliver MH-CLSR in the following Local Health Districts: South West Sydney, Central Sydney, Hunter New England and Mid-North Coast.

---

### ORGANISATIONAL RELATIONSHIPS:

1. Responsible to: CLSR Team Leader
2. Responsible for: Nil

---

**SELECTION CRITERIA:****Essential Criteria:**

1. Diploma (or Certificate with significant experience) level qualification in casework, social welfare or other relevant disciplines or significant lived and work experience.
2. Demonstrated understanding of mental health issues affecting refugees and asylum seekers and the effects of torture on individuals, young people, families, and communities.
3. Knowledge of the cultures and health needs of their community.
4. Demonstrated experience in group facilitation with people from refugee and refugee-like backgrounds.
5. Fluency in a relevant community language (e.g. Arabic, Dari, Hazaragi, Rohingya, Swahili, Tamil, Kurmanji, Assyrian) and relevant lived experience.
6. Demonstrated experience in providing direct practical support to clients such as assisting in shopping, food preparation, social activities and utilising public transport.
7. Effective verbal and written communication skills including listening skills and computer literacy
8. NSW Drivers Licence and access to a comprehensively insured vehicle.

**Desirable Criteria:**

1. Knowledge of the Mental Health Act, and other legislative and sector requirements.
2. Experience in planning, facilitating and evaluating group programs.

\*This position is considered child-related employment and will require a Working with Children Background Check and a National Criminal Record Check.

---

**BRIEF DESCRIPTION OF ROLE**

Casual Community Living Supports Refugee (CLSR) Bi-cultural Assistant Client Support Workers will be expected to participate in delivery of intensive psychosocial supports for mental health including: assistance with teaching daily living skills including self-care, personal hygiene, cleaning, shopping, financial management, cooking and using transport; support attending appointments with clinical services and other health or welfare services; support with engagement in recreational activities and community integration. These psychosocial supports can be delivered in an individual or group setting.

---

**PRIMARY OBJECTIVES:**

1. To improve the mental health, wellbeing and functioning of refugee clients suffering from severe and complex mental health issues through provision of a range of psychosocial supports for mental health.
2. To increase social and economic participation and community integration of clients.
3. To prevent acute mental health crises and avoidable admissions to hospital or presentations to emergency departments through development of self-management skills and other behaviour modification strategies.
4. To link clients leaving hospital with psychosocial supports to assist in their transition and recovery.

---

**PRIMARY DUTIES:****1. Case Work**

- 1.1. Participate in implementation of individualised client support plans developed by CLSR Client Support Workers.

- 1.2. Provide direct practical support to clients to improve and maintain their independent living skills. This includes assistance in budgeting skills, social activities, shopping, nutrition, utilising public transport and personal care. Support can be provided in a group or one-on-one setting.
- 1.3. Support clients to attend appointments with relevant health and social service providers.
- 1.4. Support clients to participate in social and recreational activities including assisting clients to develop/strengthen their relationship with their identified community.
- 1.5. Facilitate and tailor group activities to engage and meet the needs of clients.
- 1.6. Keep record of activities with clients and submit to CLSR Client Support Workers for data entry.

## **2. Training and Supervision**

- 2.1. Undertake on-the-job training and induction.
- 2.2. Participate in relevant STARTTS and New Horizons staff development activities.

## **3. Reporting**

- 3.1. Provide progress reports as required
- 3.2. Prepare other reports as required.

## **4. Administration**

- 4.1. Complete client based documentation associated with CLSR.

## **5. Personnel**

- 5.1. Participate in STARTTS Performance Management program and in the development of an annual Work Plan.
- 5.2. Be an active participant in team meetings to maximise contribution to the work of the team
- 5.3. Participate in STARTTS staff meetings and other relevant meetings
- 5.4. Work to ensure professional and co-operative working relationships within own team and with other departments across STARTTS.
- 5.5. Participate in identifying quality improvement initiatives/strategies.
- 5.6. Attend and participate in all training opportunities identified for the role.
- 5.7. 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.

**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 **Community Living Support Refugee (CLSR) Bi-Cultural Assistant Client Support Worker – Casual** 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 2022**