



## POSITION DESCRIPTION

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

**POSITION NUMBER:** 1035-1

**Date reviewed/created:** October 2020

**POSITION TITLE:** Families in Cultural Transition (FICT) Project Officer (Armidale)

**TEAM:** Community Services – FICT Team

**LOCATION:** Armidale

**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

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 the following positions: Senior Community Development Team Leader, Youth Team Leader, Boys' and Young Men's Project Officer, FICT Team Leader and FICT Project Officers, Evaluation Officer, Policy Officer, Capoeira Angola Master, Enterprise Facilitator, Community development /Groupworkers (Tibetan, Tamil, Karen, Hazara, African). Friends of STARTTS Bridge to Justice Project is also attached to the Community Services Team. 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: Pool of casual FICT Bi-Cultural Facilitators.

---

## **SELECTION CRITERIA:**

### **Essential Criteria:**

1. Tertiary qualifications in Adult Education, Psychology, Social Work, Welfare, Education or other relevant field, or significant experience in the field.
2. Experience in delivering training and demonstrated group work skills.
3. Experience in health promotion and community development.
4. Experience in working with refugee families and understanding of the issues refugee families and older people face through the process of exile, migration and settlement.
5. Experience in project management and supervision.
6. Demonstrated ability to work independently and to meet deadlines.
7. Good written communication skills and computer literacy.
8. Current NSW driver's licence.

### **Desirable Criteria:**

1. Bi-lingual in a community language relevant to refugee communities living in NSW.
2. Experience in providing training in a multicultural context.

\*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**

The FICT Project Officer is responsible for recruitment, training, supervision and support of a pool of Bi-Cultural Families in Cultural Transition (FICT) Facilitators. The position is well suited to a candidate with strong facilitation, adult education and project management skills.

---

## **PRIMARY OBJECTIVES:**

1. To participate in ongoing evaluation and updating of FICT program- a training package consisting of a number of workshop modules to be used with families in cultural transition.
2. To recruitment, train and maintain of a pool of casual bi-cultural group facilitators.
3. To training and undertake consultancy in use of the FICT kit.
4. To participate in the promotion and distribution of the FICT kit.
5. To undertake ongoing management of FICT groups.

---

## **PRIMARY DUTIES:**

### **1. Administration**

- 1.1. Maintain and improve administrative systems for FICT and Older People in Cultural Transition (OPICT) programs, including recording and monitoring of service provision and other relevant internal and external data.
- 1.2. Maintain and improve systems to evaluate the FICT program.
- 1.3. Participate in Community Development meetings and FICT team meetings as required.
- 1.4. Actively participate in relevant quality assurance initiatives as required.
- 1.5. Actively participate in seeking local funding for identified FICT groups.

### **2. Ongoing Management of FICT Groups**

- 2.1. Maintain the existing pool of bicultural facilitators.
- 2.2. Recruit, train, support and supervise new bicultural facilitators in the facilitation of FICT groups.
- 2.3. Supervise and support multiple FICT groups.
- 2.4. Resource and support bicultural facilitators in the recruitment of workshop participants.

### **3. Liaison and Consultation**

- 3.1. Participate in STARTTS community consultations and liaise with multicultural community groups and service providers to ensure the provision of a quality FICT service to families in cultural transition.
- 3.2. Participate in training of external service providers in the use of the FICT kit and supervision and support in facilitating FICT workshops.
- 3.3. Support STARTTS staff in facilitating FICT sessions.

### **4. Maintenance and Ongoing Evaluation of the FICT Program Materials**

- 4.1. Evaluate and update the materials used in the FICT package regularly.
- 4.2. Develop new materials as required.
- 4.3. Maintain FICT kit stock, supported by the relevant Administration staff.

### **5. Reporting**

- 5.1. Provide bimonthly progress reports to the FICT team Leader.
- 5.2. Prepare other reports as required.

### **6. Personnel**

- 6.1. Participate in STARTTS Performance Management program and in the development of an annual Work Plan.
- 6.2. Be an active participant in team meetings to maximise contribution to the work of the team
- 6.3. Participate in STARTTS staff meetings and other relevant meetings
- 6.4. Work to ensure professional and co-operative working relationships within own team and with other departments across STARTTS.
- 6.5. Participate in identifying quality improvement initiatives/strategies.
- 6.6. Attend and participate in all training opportunities identified for the role.
- 6.7. Liaise with and seek senior advice as required.

### **7. 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 **FICT Project Officer (Armidale)** 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: October 2022***



## POSITION DESCRIPTION

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

**POSITION NUMBER: 1035-W**

**Date reviewed/created: October 2020**

**POSITION TITLE: Families in Cultural Transition (FICT) Project Officer (Wagga)**

**TEAM:** Community Services – FICT Team

**LOCATION:** Wagga Wagga

**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

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 the following positions: Senior Community Development Team Leader, Youth Team Leader, Boys’ and Young Men’s Project Officer, FICT Team Leader and FICT Project Officers, Evaluation Officer, Policy Officer, Capoeira Angola Master, Enterprise Facilitator, Community development /Groupworkers (Tibetan, Tamil, Karen, Hazara, African). Friends of STARTTS Bridge to Justice Project is also attached to the Community Services Team. 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: Pool of casual FICT Bi-Cultural Facilitators.

---

## **SELECTION CRITERIA:**

### **Essential Criteria:**

1. Tertiary qualifications in Adult Education, Psychology, Social Work, Welfare, Education or other relevant field, or significant experience in the field.
2. Experience in delivering training and demonstrated group work skills.
3. Experience in health promotion and community development.
4. Experience in working with refugee families and understanding of the issues refugee families and older people face through the process of exile, migration and settlement.
5. Experience in project management and supervision.
6. Demonstrated ability to work independently and to meet deadlines.
7. Good written communication skills and computer literacy.
8. Current NSW driver's licence.

### **Desirable Criteria:**

1. Bi-lingual in a community language relevant to refugee communities living in NSW.
2. Experience in providing training in a multicultural context.

\*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**

The FICT Project Officer is responsible for recruitment, training, supervision and support of a pool of Bi-Cultural Families in Cultural Transition (FICT) Facilitators. The position is well suited to a candidate with strong facilitation, adult education and project management skills.

---

## **PRIMARY OBJECTIVES:**

1. To participate in ongoing evaluation and updating of FICT program- a training package consisting of a number of workshop modules to be used with families in cultural transition.
2. To recruitment, train and maintain of a pool of casual bi-cultural group facilitators.
3. To training and undertake consultancy in use of the FICT kit.
4. To participate in the promotion and distribution of the FICT kit.
5. To undertake ongoing management of FICT groups.

---

## **PRIMARY DUTIES:**

### **1. Administration**

- 1.1. Maintain and improve administrative systems for FICT and Older People in Cultural Transition (OPICT) programs, including recording and monitoring of service provision and other relevant internal and external data.
- 1.2. Maintain and improve systems to evaluate the FICT program.
- 1.3. Participate in Community Development meetings and FICT team meetings as required.
- 1.4. Actively participate in relevant quality assurance initiatives as required.
- 1.5. Actively participate in seeking local funding for identified FICT groups.

### **2. Ongoing Management of FICT Groups**

- 2.1. Maintain the existing pool of bicultural facilitators.
- 2.2. Recruit, train, support and supervise new bicultural facilitators in the facilitation of FICT groups.
- 2.3. Supervise and support multiple FICT groups.
- 2.4. Resource and support bicultural facilitators in the recruitment of workshop participants.

### **3. Liaison and Consultation**

- 3.1. Participate in STARTTS community consultations and liaise with multicultural community groups and service providers to ensure the provision of a quality FICT service to families in cultural transition.
- 3.2. Participate in training of external service providers in the use of the FICT kit and supervision and support in facilitating FICT workshops.
- 3.3. Support STARTTS staff in facilitating FICT sessions.

### **4. Maintenance and Ongoing Evaluation of the FICT Program Materials**

- 4.1. Evaluate and update the materials used in the FICT package regularly.
- 4.2. Develop new materials as required.
- 4.3. Maintain FICT kit stock, supported by the relevant Administration staff.

### **5. Reporting**

- 5.1. Provide bimonthly progress reports to the FICT team Leader.
- 5.2. Prepare other reports as required.

### **6. Personnel**

- 6.1. Participate in STARTTS Performance Management program and in the development of an annual Work Plan.
- 6.2. Be an active participant in team meetings to maximise contribution to the work of the team
- 6.3. Participate in STARTTS staff meetings and other relevant meetings
- 6.4. Work to ensure professional and co-operative working relationships within own team and with other departments across STARTTS.
- 6.5. Participate in identifying quality improvement initiatives/strategies.
- 6.6. Attend and participate in all training opportunities identified for the role.
- 6.7. Liaise with and seek senior advice as required.

### **7. 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 **FICT Project Officer (Wagga)** 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: October 2022***