



POSITION DESCRIPTION

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

POSITION NUMBER: 1035-3

Date reviewed/created: September 2021

POSITION TITLE: Families in Cultural Transition (FICT) Domestic and Family Violence Project Officer

TEAM: Community Services – FICT Team

LOCATION: Carramar

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 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 5 smaller teams (School Liaison, Youth, Community Development, FICT, and CLSR) and the following positions: CD Evaluation Officer; Grants, Tenders and Fundraising Officer; CiCT Project Officer; Community Cultural Development Officer and CD Policy officer. 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: Pool of Casual Domestic and Family Violence (DFV) Bicultural 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, education or community development particularly with women in the context of Domestic and Family Violence
4. Experience in working with refugee families and understanding of the issues refugee women face through the process of exile, migration and settlement.
5. Experience leading/managing a project
6. Demonstrated ability to work independently and to meet deadlines.
7. Proven effective written and verbal communication and interpersonal 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 education and/or leadership in a multicultural context.
3. Experience in supervising and supporting a team

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

* As a not-for-profit Affiliated Health Organisation, STARTTS is required by law to adhere to the Public Health (COVID 19 Vaccination of Health Care Workers) Order 2021, which commenced on 26 August 2021. The Order establishes mandatory requirements for health staff and persons working in health settings to be vaccinated with a COVID-19 vaccine. The order requires the first dose of a vaccine by 30 September 2021, with a second dose required by 30 November 2021.

BRIEF DESCRIPTION OF ROLE

This role requires the skills and experience to establish a new program, recruit and train Bicultural Facilitators and supervise the work of those Facilitators for the duration of the program. The project is primarily 'preventative' and will focus on providing refugee women with the understanding, skills and capacity to help ensure their safety within families and communities.

The position is well suited to a candidate with experience working with women in the field of domestic and family violence education and who has strong group facilitation, adult education, and project management skills.

PRIMARY OBJECTIVES:

1. Recruitment, training and maintenance of a pool of casual Bicultural Group facilitators.
2. Ongoing support and management of a team of Bicultural Facilitators.
3. Promotion of the FICT DFV Program through engagement within STARTTS with and external agencies and services.
4. Participation in ongoing evaluation and improvement of the program.

PRIMARY DUTIES:

1. Administration

- 1.1. Support and guide group facilitators to ensure the accurate recording and reporting of key information relating to group formation, delivery and evaluation.
- 1.2. Support the timely payment of all contractors and external providers through prompt submission of accurate invoices.

- 1.3. Contribute to the monitoring of service provision through the collection and submission of relevant internally and externally required data.
 - 1.4. Participate regularly in Community Development meetings, Staff Meetings and FICT team meetings as required.
 - 1.5. Actively participate in relevant quality assurance initiatives as required.
- 2. Ongoing management of women's groups created within the project**
- 2.1. Support and guide bicultural facilitators in both face-to-face and online delivery modes (as required).
 - 2.2. Recruit, train, support and supervise new bicultural facilitators in the facilitation of face to face and online groups.
 - 2.3. Resource and support bicultural facilitators in the recruitment of workshop participants and child-minders.
 - 2.4. Support facilitators in the identifying and booking of local venues for group delivery.
 - 2.5. Contribute to the ongoing training and professional development of group facilitators.
- 3. Liaison and Consultation**
- 3.1. Participate in STARTTS community consultations and liaise with multicultural community groups and other relevant service providers to ensure the provision of a quality service.
 - 3.2. Liaise with the STARTTS clinical team re their support in the delivery of the program - as the need arises.
 - 3.3. Contribute to the review and evaluation of all project related materials.
- 4. Reporting**
- 4.1. Provide bimonthly progress reports to the FICT team Leader.
 - 4.2. Report (as required by relevant law/statute) all matters of concern relating to workplace risk, group participant health and safety, or mandatory reporting with respect to children or family and domestic violence.
 - 4.3. Contribute relevant information to the Team Leader for inclusion in funding agency acquittal reports.
 - 4.4. Prepare other reports as required.
- 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.
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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.

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 (ie 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) Domestic and Family Violence Project Officer** 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 2023