



POSITION DESCRIPTION

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

POSITION NUMBER: 1032

Date reviewed/created: May 2022

POSITION TITLE: Community Development Evaluation Officer

TEAM: Community Services

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 7 smaller teams (School Liaison, Youth, Community Development, Rural and Regional Community Development, My Language Team, CLSR and FICT) and the following positions: Witness to War staff, CD Evaluation Officers; Grants, Tenders and Fundraising Officer; CiCT Project Officers Community Cultural Development Officer, LGBTIQ+ Project 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: Community Services Coordinator
2. Responsible for: Nil

SELECTION CRITERIA:

Essential Criteria:

1. Relevant post-graduate qualifications in health, social or behavioural science.
2. Demonstrated knowledge of a variety of evaluation methodologies (qualitative and quantitative) and highly developed analytical skills.
3. Demonstrated experience and proven ability to conceptualise, manage and carry out project evaluation.
4. Demonstrated experience in evaluation training, including the development of evaluation training materials and the delivery of training.
5. Demonstrated knowledge of community development principles and understanding of the importance of Social Capital concepts to the community development process.
6. Demonstrated understanding of the effects of torture and trauma on individuals, families, and communities and its impact on resettlement in Australian context.
7. Excellent oral, written and interpersonal communication skills (particularly academic writing skills) and proficiency in the use of Microsoft Office.
8. Ability to work independently and as part of a multidisciplinary team within a multicultural environment.

Desirable Criteria:

1. Demonstrated experience in working with people from a refugee background
2. Relevant published academic journal articles

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

COVID -19 REQUIREMENTS

*In line with the Public Health Order, all STARTTS workers are considered Health Workers and are required to be vaccinated against COVID-19. In order to be eligible for consideration for employment with STARTTS, all recruits must provide evidence of vaccination against COVID-19, or alternatively provide a Medical Contraindication in the approved form which complies with the requirements of the Public Health Order, prior to appointment. Should you not be able to comply before your commencement date, the offer of employment may be withdrawn.

BRIEF DESCRIPTION OF ROLE

The Evaluation Officer is responsible for enhancing STARTTS capacity to conduct self-evaluation of a variety of programs. The position will be placed in the Community Services Team and will also include collaboration with the Clinical Services – Research Team. The position will work on evaluating a number of projects funded through external funding sources such as Department of Home Affairs and Primary Health Networks. It will also work on enhancing capacity of external stakeholders to evaluate their community development work with refugee communities through training, consultancy and publishing. The position is required to use STARTTS Social Capital evaluation methodology and enhance STARTTS capacity across all areas of community development to use and measure impact of community development interventions on selected and agreed upon Social Capital indicators.

PRIMARY OBJECTIVES:

1. To increase STARTTS capacity to evaluate Community Development (CD) work
2. To evaluate a number of community development projects particularly larger projects funded by external funding sources
3. To increase STARTTS' contribution to the field of community development evaluation
4. To ensure a number of academic articles resulting from the above evaluation processes are written and published.
5. To ensure STARTTS participation in any national initiatives related to evaluation.

6. To increase capacity of refugee communities and other stakeholders to conduct their own evaluation through provision of training and consultancy.
-

PRIMARY DUTIES:

1. Administration

- 1.1. Assist in the evaluation and effectiveness of the service provided.
- 1.2. Participate in relevant meetings as required particularly Staff Meetings, Team Meetings, Community Development Meetings and relevant Clinical Meetings.
- 1.3. Assist all staff at STARTTS involved in community development work to identify and use relevant Social Capital indicators for project planning and evaluation, as well as to assist various sections of STARTTS to identify shared Social Capital indicators so as to enable comparative analysis.
- 1.4. Increase STARTTS capacity to evaluate Community Development (CD) work using Social Capital and other relevant methodologies through the provision of training and mentoring for STARTTS staff involved in project evaluation.
- 1.5. Increase STARTTS' contribution to the field of community development evaluation by developing innovative and context-specific evaluation methodologies, including appropriate clinical measurements of community development programs

2. Routine Activities

- 2.1. Coordinate community development evaluation of a number of STARTTS projects including but not limited to the Communities in Cultural Transition (CiCT), Families in Cultural Transition (FiCT), LGBTIQA+ Project, Mental Health Literacy and STARTTS in Schools Programs.
- 2.2. Train and support staff in use of the STARTTS Social Capital Evaluation Manual and the ongoing evaluation of their CD projects.
- 2.3. Provide training, mentoring and consultancy to various external stakeholders including refugee communities and service providers.
- 2.4. Collaborate with Clinical Services – Research Team on a number of selected projects.
- 2.5. Work with clinical research staff to develop comprehensive evaluation methodologies for community development in a clinical setting.
- 2.6. Ensure that findings of the above evaluation processes are published in refereed academic journals.
- 2.7. Represent STARTTS at relevant interagency research forums and conferences.

3. Reporting

- 3.1. Prepare reports on services relating to areas of work as required.
- 3.2. Provide bi-monthly reports.
- 3.3. Ensure own work is documented.

4. Personnel

- 4.1. Participate in STARTTS Performance Management program and in the development of an annual Work Plan.
- 4.2. Be an active participant in team meetings to maximise contribution to the work of the team
- 4.3. Work to ensure professional and co-operative working relationships within own team and with other departments across STARTTS.
- 4.4. Participate in identifying quality improvement initiatives/strategies.
- 4.5. Attend and participate in all training opportunities identified for the role.
- 4.6. Liaise with and seek senior advice as required.

5. 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 (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 **Community Development Evaluation 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: May 2024