



POSITION DESCRIPTION

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

POSITION NUMBER: 1115

Date reviewed/created: August 2022

POSITION TITLE: Policy Officer

TEAM: Community Services

LOCATION: Carramar

AGREEMENT: "NSW (Non-Declared) Affiliated Health Organisations' Professional and Associated Staff Agreement".

CLASSIFICATION: Health Service Manager – Level 1.

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: Policy Assistant

SELECTION CRITERIA:**Essential Criteria:**

1. Tertiary qualifications in policy, community development, social work, social sciences and significant experience in the field.
2. Demonstrated effectiveness in policy research and analysis and associated high level planning, research and analytical skills.
3. Understanding of the effects of torture and trauma on individuals, families, and communities and its impact on resettlement in Australian context.
4. Demonstrated understanding of policy and legislation areas relevant to survivors of torture and trauma.
5. Demonstrated ability to operate within a highly complex political and social environment.
6. Demonstrated knowledge and experience in community development, advocacy, partnership building and community liaison in a multi-cultural context.
7. Ability to provide consultancy, mentoring and support to staff engaged in policy work.
8. Excellent oral, written and interpersonal communication skills and proficiency in the use of Microsoft Office.
9. Ability to work independently and as part of a multidisciplinary team within a multicultural environment.

Desirable Criteria:

1. Experience in working with newly-arrived refugee communities.
2. Bi-lingual in a community language relevant to refugee communities living in NSW.

*This position is not considered child-related employment and will require 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.

PRIMARY OBJECTIVES:

1. To develop awareness of current legislation, policy and service provision issues affecting STARTTS client group.
2. In consultation with STARTTS Management, plan, implement and evaluate a systemic approach to policy and advocacy work within STARTTS Context and STARTTS Strategic Plan.
3. To participate in STARTTS community consultations program focussing on policy and service provision issues.
4. To follow up on relevant policy initiatives identified by STARTTS and external stakeholders.
5. To prepare required submissions and position papers.
6. To provide consultancy to STARTTS Management on relevant policy and service provision issues.
7. To participate or take leadership in policy issues of national significance alongside other FASSTT members.
8. To build capacity of STARTTS staff to engage in policy and systems advocacy initiatives through information sharing, induction and training.
9. To ensure that STARTTS strategic planning process is informed and includes initiatives to address relevant policy issues and the impact of policy and legislative changes on STARTTS client group.

PRIMARY DUTIES:

1. Administration

- 1.1. Comply with STARTTS and relevant NSW Health policies and guidelines.
- 1.2. Adhere to STARTTS procedures and protocols.
- 1.3. Assist in the evaluation and effectiveness of the service provided.
- 1.4. Document own work.
- 1.5. Proactively participate in and contribute in STARTTS strategic planning process.

2. Reporting

- 2.1. Prepare reports on services relating to areas of work as required.
- 2.2. Supply statistical information and maintain records.
- 2.3. Provide bi-monthly reports.

3. Quality Assurance

- 3.1. Actively participate in Quality Assurance activities undertaken by STARTTS.

4. Routine

- 4.1. If required, undertake training in working with torture and trauma survivors.
- 4.2. Develop and maintain awareness of current legislation, policy and service provision issues affecting STARTTS client group.
- 4.3. Keep STARTTS Management and other relevant staff up to date with those developments.
- 4.4. Attend relevant external meetings, forums, consultations and interagencies.
- 4.5. Participate in STARTTS community consultations program and follow up on relevant issues.
- 4.6. Implement a systemic approach to collate policy and service provision issues arising from STARTTS individual, family and community development work.
- 4.7. Identify strategies to address those issues and provide recommendations to STARTTS Management and inclusion into STARTTS Strategic Plan.
- 4.8. Draft STARTTS Policy submissions and position papers and ensure those are placed on STARTTS Website.
- 4.9. Participate in relevant policy initiatives and consultative processes as identified by STARTTS Management.
- 4.10. Assist community development staff to build advocacy capacity among refugee communities.
- 4.11. Collaborate with FASST counterparts on issues of national significance through joint consultations, submission drafting and other relevant systems advocacy initiatives.
- 4.12. Attend relevant internal meetings and consult with staff or provide information relevant to policy and systems advocacy initiatives.
- 4.13. Contribute to staff induction and lead staff capacity building through either delivering or organising relevant workshops.
- 4.14. Ensure STARTTS policy submissions take into account latest research findings in the field particularly focusing on STARTTS research projects and their results.

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 (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 **Policy 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: August 2024