



POSITION DESCRIPTION

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

POSITION NUMBER: 1026-2

Date reviewed/created: September 2023

POSITION TITLE: Volunteer Support Officer

TEAM: Community Services

LOCATION: Auburn

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.

VACCINATION REQUIREMENT: Category B.

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) 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 incorporated 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 seven smaller teams: School Liaison; Youth; Community Development (CD); Rural and Regional CD; My Language Team, Community Living Support Refugee (CLSR) and Families in Cultural Transition (FICT)) as well as the following positions; Tender, Grants and Fundraising Officers; Communities in Cultural Transition (CiCT) Project Officers; Community Cultural Development Officer, LGBTIQ+ Project Officers, CD Evaluation 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: *Senior Communities in Cultural Transition (CiCT) Project Officer.*
2. Responsibility or: *Nil.*

SELECTION CRITERIA:

Essential Criteria:

1. Relevant qualifications in health, social work, social/behavioural science.
2. Understanding of and experience working with volunteers.
3. Demonstrated experience in liaising and developing partnerships with a range of stakeholders.
4. Demonstrated understanding of the effects of torture and trauma on individuals, families, and communities and its impact on resettlement in Australian context.
5. Demonstrated human resource and project management skill.
6. Excellent written, verbal communication and interpersonal skills and proficiency in the use of Microsoft Office.
7. Ability to work independently and as part of a multidisciplinary team within a multicultural environment.

Desirable Criteria:

1. Bi-lingual in a community language relevant to the refugee communities living in NSW.
2. Experience in volunteer management and coordination.
3. Demonstrated ability to use different technological platforms such as Zoom, MS Teams, MS Words, MS Access, Canva.

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

VACCINATION REQUIREMENTS

*Category A workers are required to meet and maintain the vaccination criteria (as per the current NSW Health and STARTTS policies) including annual influenza vaccinations. Two doses of an approved COVID-19 vaccine will be required to provide a record of your COVID-19 vaccination status. Annual Influenza vaccinations are mandatory. Vaccination and/or assessment for several other transmissible diseases are also required.

Category B workers must have two doses of an approved COVID-19 vaccine and must also provide COVID-19 vaccination evidence if successful. (The annual influenza vaccination as well as vaccination for other transmissible diseases are strongly encouraged but not mandatory).

Should you not be able to comply with vaccination requirements before your commencement date, the offer of employment may be withdrawn.

BRIEF DESCRIPTION OF ROLE

The Volunteer Support Officer is responsible for the coordination of Friends of STARTTS and STARTTS volunteers. The position is placed in the Community Services Team. The position works on the design, planning and implementation of the Volunteer Program at STARTTS.

PRIMARY OBJECTIVES:

1. To work with relevant internal staff to identify the needs of volunteers in the organisation and service delivery.
2. To recruit, engage and provide support to volunteers from refugee backgrounds and of community-based organisations that STARTTS support.
3. To match volunteers with existing and new projects that provide support for clients who are affected by trauma and/or coping with resettlement in Australia.
4. To undertake day-to-day coordination of volunteer activities including recruitment, registration, induction, training, acknowledgement, and administrative requirements.
5. To ensure there is appropriate support for volunteers through both formal and informal contacts and reviews.
6. To develop good relationships with relevant service providers in the space to help with volunteer recruitment.
7. To write, review, implement and evaluate the volunteer policy and procedures, including risk assessments, in conjunction with Friends of STARTTS (FOS) Management Committee and relevant staff.
8. To evaluate STARTTS Volunteer Program and identify opportunities for improvement and new initiatives.
9. To support Grants Project Officer to identify and obtain ongoing funding for STARTTS Volunteer program and other projects.
10. To deliver additional activities funded by external grants when available.
11. To maintain records of volunteers and other information as required.

PRIMARY DUTIES:**1. Volunteer Management**

- 1.1. Work with relevant internal staff to identify the needs of volunteers based on the organisation's service delivery goals and clients' needs.
- 1.2. Coordinate recruitment and interviews of Friends of STARTTS and STARTTS volunteers
- 1.3. Provide induction and orientation, training, and ongoing support and debriefing (when requested) to volunteers.
- 1.4. Manage and maintain a detailed volunteers' register and records.
- 1.5. Ensure all volunteers have a current Criminal Record Check (CRC) and if relevant a Workingwith Children Check (WWCC), liaising with STARTTS Human Resources regarding clearances.
- 1.6. Ensure all volunteers read and sign relevant policies including Code of Conduct, Confidentiality Agreement and Social Media policy.
- 1.7. Provide ongoing support for volunteers and volunteer supervisors including identifying training and education opportunities for volunteers, making sure volunteers are up-to-date with relevant information within STARTTS, updating volunteers with WHS requirements and responsibilities, and ensuring volunteers are recognised for their contribution and efforts.
- 1.8. Partner with other stakeholders such as Council and organisations for volunteer recruitment and support.
- 1.9. Keep up-to-date with changes in the space in order to draft, review and implement missing volunteer policy and procedures in conjunction with NSW Health Volunteer Policy and Guidance.

- 1.10. Conduct the evaluation of the volunteer program at yearly intervals, raise volunteers' needs and suggestions to the management, and identify opportunities for the program improvements.
- 1.11. Work collaboratively with the Grants Project Officer to identify and obtain ongoing funding for STARTTS Volunteer Program.

2. Reporting

- 2.1. Prepare reports on services relating to areas of work as required.
- 2.2. Provide bi-monthly reports to the Senior CiCT Project Officer.

3. Personnel

- 3.1. Contribute to the STARTTS strategic planning process and report on relevant Strategic Plan Key Performance Indicators (KPIs).
- 3.2. Participate actively in the STARTTS Performance Management program and contribute to the development of an annual work plan that aligns with the organisation's Strategic Plan.
- 3.3. Be an active participant in team meetings to maximise contribution to the work of the team.
- 3.4. Participate in STARTTS staff meetings and other relevant meetings.
- 3.5. Work to ensure professional and co-operative working relationships within own team and with other departments across STARTTS.
- 3.6. Participate in identifying quality improvement initiatives/strategies.
- 3.7. Attend and participate in all training opportunities identified for the role and if necessary, undertake training about the effects of torture and trauma and the approaches to rehabilitation available at STARTTS.
- 3.8. Liaise with and seek senior advice as required.

4. 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 **Volunteer Support 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:** _____

Next position description review due: September 2025