



POSITION DESCRIPTION

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

POSITION NUMBER: 1138-C

Date reviewed/created: September 2023

POSITION TITLE: Youth Support Project Officer

TEAM: Youth 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.

VACCINATION REQUIREMENT: Category A.

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: *Youth Program Team Leader.*
2. Responsibility or: *Nil.*

SELECTION CRITERIA:

Essential Criteria:

1. Qualifications in youth work, community development, sport and recreation or equivalent extensive experience in this area.
2. Demonstrated understanding of child protection, including issues and legislation, risk management, responding to incidents and disclosures.
3. Demonstrated ability to build partnerships with service providers, agencies, community groups and other stakeholders to plan and deliver effective after-hours programs that respond to youth identified needs within a multi-cultural context.
4. Understanding of the effects of torture and trauma on young people, their families, and communities and its impact on resettlement in Australian context.
5. Demonstrated experience in the effective delivery of art, sport, and recreational group programs.
6. Demonstrated project management skills, groupwork skills, including sound knowledge and experience in planning, implementation, and evaluation,
7. Excellent oral, written, and interpersonal communication skills and ability to work independently and as part of a multidisciplinary team within a multicultural environment including consultation, negotiation skills.
8. Current First Aid Certificate and NSW Driver's Licence.

Desirable Criteria:

1. Bi-lingual in a community language relevant to refugee communities living in NSW.
2. Demonstrate knowledge in casework and case management.

*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

This is an interesting position for a highly motivated person with youth work and community development skills. The primary role of this position will be establishment and coordination of STARTTS After-hours Programs in Western Sydney Local Health District and engagement with young people of refugee backgrounds to support the delivery of youth focused programs in sport, art, recreation, and community-focused youth services at 2 locations across Western Sydney. The role will be required to work from different locations across 5 days and outside of normal business hours. Also expected to participate in STARTTS residential programs, provide limited provision of one-on-one casework services to young people when required, participation in STARTTS work with schools, supporting youth leadership and volunteer work and networking and liaison with relevant stakeholders.

PRIMARY OBJECTIVES:

1. Liaise and consult with young people of refugee background, communities of refugee background and relevant organisations about the needs of young people of refugee background accessing After-hours programs in Western Sydney.
2. Facilitate, support, and evaluate a schedule of activities, programs, services, trainings, and events designed to identify needs, interest, aspiration and challenges of young people in conjunction with other STARTTS staff.
3. Coordinate the delivery of STARTTS' After-hours programs in Western Sydney for young people of refugee backgrounds.
4. Network with youth services and youth workers likely to meet young people of refugee background and participate in collaborative initiatives.
5. Provide support and training to youth leaders and volunteers.
6. Provide limited individual interventions where required.

PRIMARY DUTIES:

1. Liaison and Consultation

- 1.1. Liaise and consult with communities and relevant organisations about the needs of refugee young people.
- 1.2. Consult regularly with young people and seek their input and feedback to ensure the After-hours programs and its activities, services, and events are led by young people and developed with their feedback at the forefront.
- 1.3. Facilitate timely access to appropriate and specialised resources, information, support services, and external agencies to address young people's specific and sophisticated needs.
- 1.4. Attend relevant youth interagencies and other similar fora.
- 1.5. Participate in STARTTS Community Consultations to ensure youth input.
- 1.6. Identify gaps in services and policy issues and feed those to the STARTTS Policy Officer or senior staff.

2. STARTTS Services and Programs

- 2.1. Participate in the development of STARTTS services and programs to address the specific needs of young people and children of refugee background in conjunction with STARTTS staff.
- 2.2. Provide mentoring and consultancy to volunteers and young leaders in their development of programs targeting young people and children.
- 2.3. Participate in the development of strategic plans regarding services to young people and children.
- 2.4. Ensure that issues specific to young people are considered during this process.

3. STARTTS' after-Hours and Group Programs

- 3.1. Coordinate the establishment and delivery of STARTTS' After-hours programs for young people of refugee background in Western Sydney – 2 locations.
- 3.2. Facilitate After-hours programs, youth week, art workshops, training, school holiday and sports and recreation activities.
- 3.3. Co-facilitate at least two STARTTS youth residential programs annually.
- 3.4. Co-facilitate at least one in-school group per term including Sporting Linx, The Journey and any other relevant group programs most likely within school setting.
- 3.5. Participate in community events raising community awareness on issues relating to youth. E.G., mental health week, refugee week, harmony day etc.

4. Youth Leaders and Volunteer Support

- 4.1. Provide support to young people wishing to become youth leaders or volunteer at STARTTS.
- 4.2. Provide training, advice and guidance for young leaders and volunteers.
- 4.3. Mentor youth leaders likely to run activities at the after-hours program.

5. Networking

- 5.1. Network with services working with or in contact with young people of refugee background and participate in collaborative initiatives.
- 5.2. Attend relevant interagencies.
- 5.3. Identify and implement collaborative projects with relevant stakeholders.

6. Individual Interventions

- 6.1. Undertake regular case reviews and follow-up of children and youth with relevant staff from STARTTS Youth Team.
- 6.2. Ensure all client data are entered in CAREHR as per required standards.

7. Reporting

- 7.1. Prepare bimonthly reports to Youth Program Team Leader.
- 7.2. Supply statistical information and maintain accurate client records.

8. Personnel

- 8.1. Contribute to the STARTTS strategic planning process and report on relevant Strategic Plan Key Performance Indicators (KPIs).
- 8.2. 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.
- 8.3. Be an active participant in team meetings to maximise contribution to the work of the team.
- 8.4. Participate in STARTTS staff meetings and other relevant meetings.
- 8.5. Work to ensure professional and co-operative working relationships within own team and with other departments across STARTTS.
- 8.6. Participate in identifying quality improvement initiatives/strategies.
- 8.7. 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.
- 8.8. Liaise with and seek senior advice as required.

9. 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 **Youth Support 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:** _____

Next position description review due: September 2025