



POSITION DESCRIPTION

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

POSITION NUMBER: 1022-3

Date reviewed/created: March 2024

POSITION TITLE: Illawarra Community Hubs Project Officer

TEAM: Community Services – School Liaison

LOCATION: Wollongong

AGREEMENT: “NSW (Non-Declared) Affiliated Health Organisations’ Professional and Associated Staff Agreement 2022”.

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), 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, Health In My Language, Community Living Support Refugee (CLSR) and Families in Cultural Transition (FICT)) and the following positions: CD Evaluation Officers; Grants, Tenders and Fundraising Officers; Communities in Cultural Transition (CiCT) Project Officer; Community Cultural Development Officer 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: School Liaison Team Leader
2. Responsible for: *NIL*

ESSENTIAL REQUIREMENTS:

1. Knowledge of the culture, history, and current issues of diverse communities in Illawarra
2. Relevant qualifications (Social Work, Psychology, Social Sciences or other relevant) or extensive experience working with diverse communities.
3. Understanding of refugee issues, and the effects of torture on individuals, families and communities particularly families with young children.
4. Ability to work independently and as part of a multidisciplinary team within a multicultural environment.
5. Understanding and strong demonstrated experience of project management and community work.
6. Experience working with schools and thorough understanding of school communities and environment.
7. Demonstrated knowledge and skills in staff leadership and/or mentoring.
8. Excellent oral, written & interpersonal communication skills and proficiency in the use of Microsoft Office.

Desirable Requirements:

1. Bi-lingual in a language relevant to local community
2. Current NSW Driver's License.

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

VACCINATION REQUIREMENTS

***This role is a Category A role.** It is mandatory for Category A workers 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. *If successful you must provide evidence of vaccination.*

Additionally, vaccination and/or assessment is required for Category A workers for the following transmissible diseases – measles, mumps, rubella, varicella (chickenpox), hepatitis B, diphtheria, tetanus, pertussis (whooping cough) and tuberculosis. *If successful you must also provide evidence of vaccination and/or assessment.*

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

If you have a medical reason for why you cannot be vaccinated, a medical contraindication evidence will be required.

BRIEF DESCRIPTION OF ROLE

Community Hubs are welcoming places based in schools where families from diverse backgrounds, particularly mothers with pre-school children, come to connect, share, and learn. Every Hub is different but works towards a common goal of building social cohesion in Australian communities through engaging culturally isolated families, building local connections and delivering formal and informal skills training. Hubs focus on supporting families to connect opportunities in the early years space, aiming to improve child development and school readiness. Hubs focus on partnerships that encourage existing services to deliver their projects at the Hubs. Programming is tailored to each individual Hub after consulting with families and with the support of the national network. The Illawarra Community Hubs Project Officer supports Hub Leaders and Hub schools in Illawarra to deliver a quality offering by providing the necessary organisation, support, guidance, connections, and opportunities needed for the Hubs to thrive. The Illawarra Community Hubs Project Officer acts as the conduit between the sites, to local services and opportunities, and the national team and network of hubs to support the delivery of an offering aligned with the outcomes-based framework for the national program.

PRIMARY OBJECTIVES:

1. To support 3 Hub Leaders and Hub Schools in Illawarra to deliver a quality offering by providing the necessary organisation, support, and guidance.
 2. To act as the conduit between the local Hubs, relevant services and opportunities, and the national team and network of hubs to support the delivery of an offering aligned with the outcomes-based framework for the national program.
 3. To oversee and assist Hub Schools with reporting and data collection.
 4. To establish and/or maintain local governance structures for Community Hubs Schools in Illawarra.
 5. To oversee local implementation of the Quality Framework, and work with each Hub to complete assessment and make recommendations to Community Hubs Australia.
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PRIMARY DUTIES:**1. Support for Hub Leaders and Hub Schools**

- 1.1. Undertake regular and structured written and verbal communication with Hub Leaders including clear documentation.
- 1.2. Provide mentoring and support the professional development of Hub Leaders, including opportunities for collaboration between Hub Leaders.
- 1.3. Provide guidance, structures, and systems to support hub leaders to connect with their school and local community.
- 1.4. Assist and support Hub Leaders to navigate existing networks and to develop relationships with relevant service providers.
- 1.5. Implement systems and processes to assess if Hub Leaders are meeting the requirements of the role and to ensure Hub Leaders continue to improve in their role.

2. Governance and Project Management

- 2.1. In conjunction with Team Leader liaise and contribute to the partnership with Community Hubs Australia to deliver the goals and the outcomes for the National Community Hubs Program in Illawarra.
- 2.2. Working with the Team Leader, contribute to all aspects of program planning including providing advice and support.
- 2.3. Maintain effective management and accountability structures that support continuous improvement in the School Hubs.
- 2.4. Prepare and deliver all reporting requirements to STARTTS and Community Hubs Australia within nominated timeframes.
- 2.5. Liaise with new schools regarding introduction and implementation of the program.
- 2.6. Undertake data analysis to identify data insights and learnings to support hubs.
- 2.7. Use other data sources to support hub leaders in Illawarra.
- 2.8. Participate in and support evaluation of hub activities.
- 2.9. Organise regular leadership meetings to encourage collaboration and shared decision-making across Hubs.
- 2.10. Foster collaboration with school leadership

3. Reporting

- 3.1. Provide bi-monthly progress reports to Team Leader
- 3.2. Prepare other reports as required.

4. Personnel

- 4.1. Contribute to the STARTTS strategic planning process and report on relevant Strategic Plan Key Performance Indicators (KPIs).

- 4.2. 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.
- 4.3. Be an active participant in team meetings to maximise contribution to the work of the team.
- 4.4. Participate in STARTTS staff meetings and other relevant meetings.
- 4.5. Work to ensure professional and co-operative working relationships within own team and with other departments across STARTTS.
- 4.6. Participate in identifying quality improvement initiatives/strategies.
- 4.7. Attend and participate in all training opportunities identified for the role.
- 4.8. 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.
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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.
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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 **Illawarra Community Hubs Project Officer #1022-3** 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: March 2026