



## POSITION DESCRIPTION

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

**POSITION NUMBER:**1008-1

**Date reviewed/created:** September 2024

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**POSITION TITLE:** Project Manager

**TEAM:** Administrative Services

**LOCATION:** Carramar

**AGREEMENT:** “NSW (Non-Declared) Affiliated Health Organisations’ Health Employees Agreement 2019”.

**CLASSIFICATION:** Health Services Manager Level 2

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.

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### 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.

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### Background to the Program Area of the Position

The Project Manager is part of the Administrative Services team at STARTTS. This team is responsible for a range of support services, including administration, Work Health and Safety, Risk Management, Reception, Fleet and Travel. The team reports to the CFO and operates collaboratively throughout the Service to deliver relevant, timely and efficient solutions for seamless corporate services delivery.

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### ORGANISATIONAL RELATIONSHIPS:

1. Responsible to: *Chief Financial Officer*
  2. Responsible for: *NIL*
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## ESSENTIAL REQUIREMENTS:

1. Tertiary qualifications in Project Management with a proven track record of planning, implementation, and evaluation of complex projects, ranging from low to medium risk and complexity.
2. Significant leadership skills with demonstrated success in developing and fostering teamwork and contributing positively as a team member to enable and ensure the achievement of organisational goals.
3. Knowledge of and familiarity with policies and procedures governing NSW Affiliated Health Organisations.
4. Ability to work with varying levels of management to negotiate solutions to conflicting priorities.
5. Experience in conducting research and making evidence-based recommendations to support project planning and decision-making.
6. Well-developed oral, written & interpersonal communication 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. Experience delivering projects within the Health Services industry highly desirable.

\*This position is not considered child-related employment and will require a National Police Check.

## VACCINATION REQUIREMENTS

**\*This role is a Category B role.** Category B workers must have two doses of an approved COVID-19 vaccine. *If successful you must provide evidence of vaccination.* (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.

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

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## BRIEF DESCRIPTION OF ROLE

The Project Manager will be responsible for planning, executing, and closing projects within the specified timeframe and budget. This role includes coordinating with various departments, managing resources, and ensuring all project objectives are met.

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## PRIMARY OBJECTIVES:

1. Successful project delivery: Ensuring projects are completed on time, within budget, and meeting the defined scope and quality standards.
  2. Risk mitigation: Identifying, assessing, and managing potential risks that could impact project success.
  3. Communication management: Ensuring clear, timely, and effective communication among all project stakeholders.
  4. Financial management: Controlling project costs and ensuring financial objectives are met.
  5. Compliance: Ensuring the project adheres to relevant regulations, standards, and organisational policies
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## **PRIMARY DUTIES:**

### **1. Manage Project Delivery Schedules**

- 1.1. Overseeing project scope, schedule, and costs, using appropriate techniques to manage changes.
- 1.2. Establishing performance outcomes and measures for key project goals, and define monitoring, reporting and communication requirements.
- 1.3. Anticipating, identifying, and addressing issues and potential problems and selecting the most effective solutions in collaboration with Senior Managers.
- 1.4. Monitoring the completion of project milestones against goals and initiating amendments where necessary.
- 1.5. Balancing competing demands and priorities while identifying project interdependencies.

### **2. Financial Management**

- 2.1. Preparing accurate estimates of costs and resources required for complex projects.
- 2.2. Ensuring project deliverables are met and align with project briefs and budgets.
- 2.3. Ensuring financial implications of changed priorities are explicit and budgeted for.

### **3. Research & Stakeholder Management**

- 3.1. Leading the development and preparation of high-quality reports and recommendations, analysis, project and initiative proposals.
- 3.2. Managing complex stakeholder relationships and negotiations, ensuring clear and effective communication throughout project delivery timeline.
- 3.3. Overseeing coordination and consultation amongst project teams and user groups to ensure clear and effective communications with regard to project brief accuracy, goal alignment and project budget
- 3.4. Seeking/maintaining specialist knowledge/advice and keeping up to date with industry best practice.

### **4. Vendor & Service Providers**

- 4.1. Negotiating and presenting contracts and service agreements to relevant line managers in accordance with project objectives.
- 4.2. Managing contracts and monitoring provision of service to ensure compliance with contracts and service arrangements as deemed priority by Senior Management.

### **5. Technology & Systems Integration**

- 5.1. Maintaining a level of currency regarding emerging technologies and how they might be applied to support organisational outcomes and project objectives.
- 5.2. Seeking advice from appropriate technical experts to leverage information, communication and other technologies to achieve organisational outcomes.
- 5.3. Identifying, planning acting on opportunities to provide coaching and mentoring to Service staff to enhance uptake of project outcomes.

### **6. Internal Reviews**

- 6.1. Identifying opportunities for process improvement and new projects within the Service and develop the appropriate response and planning to address issues and outline opportunities to Senior Management.

## 7. Personnel

- 7.1. Contribute to the STARTTS strategic planning process and report on relevant Strategic Plan Key Performance Indicators (KPIs).
- 7.2. 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.
- 7.3. Be an active participant in team meetings to maximise contribution to the work of the team.
- 7.4. Participate in STARTTS staff meetings and other relevant meetings.
- 7.5. Work to ensure professional and co-operative working relationships within own team and with other departments across STARTTS.
- 7.6. Participate in identifying quality improvement initiatives/strategies.
- 7.7. Attend and participate in all training opportunities identified for the role.
- 7.8. Liaise with and seek senior advice as required.

## 8. 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.

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### Induction and Orientation:

- Participate in an Induction and Orientation program with STARTTS.
- Obtain access to Trello and Organimi, which are tools STARTTS utilises for planning, coordination, and project management.
- Provide a clear, passport-style photograph for your profiles on each platform to maintain a visible and identifiable contact within the organisation.

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### 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.

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I have read the **Project Manager** 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:** September 2026