

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

POSITION NUMBER: 1032-5

Date reviewed/created: May 2025

POSITION TITLE: Lived Experience Evaluation Assistant – Mental Health Community Living Support for Refugees (CLSR) Evaluation - CASUAL

TEAM: Community Services

LOCATION: Auburn

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 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 Community Development Evaluation Officer
2. Responsible for: NIL

ESSENTIAL REQUIREMENTS:

1. Lived experience of being a refugee or person seeking asylum in Australia.
2. Demonstrated interest in contributing to evaluation and community-based research.
3. Experience supporting or participating in community research or service evaluation particularly facilitating interviews, including within university study context.
4. Demonstrated understanding of the impact of trauma on individuals, families and communities from refugee backgrounds.
5. High level of written and spoken proficiency in English and a working knowledge of one of the following languages: Arabic, Ezidi, Kurdish (Kurmanji), Dari, Tamil.
6. Foundational knowledge of qualitative research methods and trauma-informed evaluation practices gained through university study or practical experience.
7. Willingness and ability to travel across NSW, unrestricted driver's licence, and a current Working with Children Check.
8. Effective oral, written & interpersonal communication skills and proficiency in the use of Microsoft Office, and ability to work independently and as part of a multidisciplinary team within a multicultural environment.

DESIRABLE REQUIREMENTS:

1. Familiarity with mental health or psychosocial services for refugees.
2. Experience analysing qualitative data (including coding).
3. Experience using NVivo, MAXQDA or other qualitative coding tools.

*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).

Vaccination and/or assessment is required for **Category A** workers for the following transmissible diseases – measles, mumps, rubella, hepatitis B, varicella (chickenpox), diphtheria, tetanus, pertussis (whooping cough), influenza and tuberculosis.

COVID19 vaccination is strongly recommended, but not a requirement for employment.

If successful you must 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

The Lived Experience Evaluator will support the impact evaluation of the Mental Health – Community Living Support for Refugees (CLSR) Program, conducted in partnership with the NSW Health Agency for Clinical Innovation. The evaluation aims to assess the outcomes of the CLSR program for refugee communities across NSW. The position will work alongside the STARTTS Community Development Evaluation Team and other peer evaluators to facilitate interviews with consumers and participate in qualitative data analysis.

PRIMARY OBJECTIVES:

1. To contribute lived experience and cultural insight to the CLSR impact evaluation.
 2. To support the evaluation team in conducting culturally safe, trauma-informed, and ethically sound data collection and analysis.
 3. To participate in training and professional development activities to build evaluation capacity.
 4. To contribute lived experience and cultural insight to the CLSR impact evaluation.
 5. To ensure interviews with MH-CLSR program consumers are trauma informed and culturally safe.
 6. To assist with qualitative coding of interview transcripts XXX
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PRIMARY DUTIES:

1. Evaluation Support

- 1.1. Conduct qualitative interviews with community members (face-to-face, phone, or virtual) in English or other relevant languages (with or without interpreter). Interview guide will be provided.
- 1.2. Assist with qualitative data analysis, including transcript review and basic coding.
- 1.3. Share cultural knowledge and insights to inform evaluation design and interpretation.
- 1.4. Maintain confidentiality and ethical standards in all aspects of evaluation work.
- 1.5. Travel to various locations across NSW for data collection as required.
- 1.6. Work collaboratively with other lived experience evaluators and STARTTS evaluation staff.

2. Training

- 2.1. Attend all training provided by STARTTS
- 2.2. Attend all training and mentoring provided by Agency for Clinical Innovation

3. Quality Assurance

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

4. Reporting

- 4.1. Prepare reports on services relating to areas of work as required.
- 4.2. Contribute to quarterly Team Reports

5. Personnel

- 5.1. Contribute to the STARTTS strategic planning process and report on relevant Strategic Plan Key Performance Indicators (KPIs).
- 5.2. 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.
- 5.3. Be an active participant in team meetings to maximise contribution to the work of the team.
- 5.4. Participate in STARTTS staff meetings and other relevant meetings.
- 5.5. Work to ensure professional and cooperative working relationships within own team and with other departments across STARTTS.
- 5.6. Participate in identifying quality improvement initiatives/strategies.
- 5.7. Attend and participate in all training opportunities identified for the role.
- 5.8. 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.

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.

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 Lived Experience Evaluation Assistant – Mental Health Community Living Support for Refugees (CLSR) Evaluation 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: May 2027