



POSITION DESCRIPTION

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

POSITION NUMBER: 1073-CH

Date reviewed/created: April 2025

POSITION TITLE: Rural and Regional Festival Events Officer

TEAM: Rural and Regional Community Development

LOCATION: Coff Harbour

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: *Rural and Regional Community Development Team Leader*
2. Responsible for: *NIL*

ESSENTIAL REQUIREMENTS:

1. Demonstrated successful festival event planning experience with people from refugee backgrounds, Indigenous, multicultural, and the health or government or not-for-profit sector in the Coffs Harbour region.
2. Proficiency in managing all aspects of event logistics, including working with a committee regarding venue selection, catering, registration, and audio-visual requirements.
3. Strong organisational and time management skills to handle multiple tasks and deadlines efficiently.
4. Strong capacity building skills coupled with a being bilingual in Refugee or multicultural community language relevant to Coffs Harbour Region.
5. Excellent oral, written and interpersonal communication skills for liaising with stakeholders, sponsors, and volunteers, and proficiency in the use of Microsoft Office.
6. Ability to work independently and collaboratively as part of a team within a multicultural environment.
7. Proven problem-solving ability, anticipating and addressing challenges during event planning and execution while adapting to unexpected situations.
8. NSW Drivers Licence.

DESIRABLE REQUIREMENTS:

1. Existing connections within the Coffs Harbour Multicultural sector and with Gumbaynggirr and First Nations community and organisations, not-for-profit sector, government agencies, or relevant industries to facilitate potential partnerships and collaborations for events.
2. Demonstrated interest in human rights and social justice issues.

*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

This position will be working within STARTTS Rural and Regional Community Development Team and is responsible for planning, coordinating, and managing the All One Under the Sun Collaborative festival in the Coffs Harbour Region and providing capacity building opportunities for refugee, Indigenous and multicultural communities. The festival has grown out of the All One Under the Sun project with an overarching aim to build social cohesion and amplify cultural diversity as a strength in Coffs Harbour. The festival is funded by Multicultural NSW and in collaboration with the 2024/25 Stronger Together Local Council Major Festival Grant Program with a premise to grow the Festival to 10,000 people and includes programming a headliner with profile to attract a large audience.

PRIMARY OBJECTIVES:

1. Coordinate and manage all aspects of the All One under the Sun Coffs Harbour Festival logistics, including working collaboratively with STARTTS, internal and external stakeholders, and the multicultural steering committee.
 2. Strengthen capacity building skills of refugee, multicultural and indigenous communities to participate as vendors and performers at the festival.
 3. Work closely with internal and external stakeholders to creatively and inclusively deliver the festival utilising concepts aligning with STARTTS' mission and values, attracting a diverse audience for maximum impact.
 4. Manage and coordinate festival budget in collaboration with STARTTS Finance Team
 5. Complete the Festival Acquittal Report with support of STARTTS Grants and Tenders Team.
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PRIMARY DUTIES:

1. Event Planning and Coordination

- 1.1. Collaborate with relevant stakeholders, including multicultural steering committee, City of Coffs Harbour, funders, internal teams, and external partners, to plan and execute the All One under the Sun Festival.
- 1.2. Create and implement event timelines and task lists to manage deadlines effectively.
- 1.3. Source and secure event venues, catering services, equipment, and other necessary resources, within the scope of the funding.
- 1.4. Communicate proactively with speakers, performers, and special guests to coordinate their participation and requirements.
- 1.5. Coordinate all event logistics, including registration, volunteer management, attendee management, and participant communication
- 1.6. Engage with event setup and organisation to ensure all elements are in place for a successful event, paying particular attention to accessibility and inclusivity.
- 1.7. Collaborate with production team to ensure effective event set up, planning, emergency and risk management plans.
- 1.8. Maintain accurate and detailed records and documentation related to events, including budgets, expenses, and attendee data.
- 1.9. Collaborate with the administration team to ensure smooth event-related processes
- 1.10. Monitor and evaluate event success against established goals and metrics, identifying areas for improvement.

2. Promotion and Marketing

- 2.1. Work with STARTTS Communications team and external marketing and social media contractors to contribute to event-related messaging, including social media, press releases, and promotional materials, to effectively market the event to the target audience. Ensure all materials are aligned with the Coffs Harbour Council and Multicultural NSW requirements.
- 2.2. Support the development of event marketing materials, including invitations, flyers, and promotional campaigns, that align with STARTTS' and the funding bodies' requirements branding.
- 2.3. Cultivate and maintain strong relationships with sector partners, funders, and supporters to enhance STARTTS' network and impact.
- 2.4. Organise and manage event photos for future use, documentation, and promotional purposes.

3. Stakeholder Engagement and Capacity Development

- 3.1. Cultivate and maintain strong relationships with refugee, Indigenous and multicultural communities, sector partners, funders, and supporters to deliver the event.
- 3.2. Actively engage with internal and external stakeholders to understand and meet their expectations during events.
- 3.3. Strengthen the capacities of refugee, Indigenous and multicultural communities to develop their own catering businesses and performances that will be delivered on the day of the event.
- 3.4. Identify potential collaboration opportunities with other organisations and entities to expand communities' capacities.

4. Administrative and Post-Event Duties

- 4.1. Ensure all event supplies and resources are organised and paid using the approved funding.
- 4.2. Ensure organisation of all aspects of the event to deliver inclusive and impactful experiences for participants.
- 4.3. Ensure all vendors are paid in a timely manner, monitor festival budget and support the acquittal process.
- 4.4. Monitor and evaluate event success in collaboration with STARTTS evaluation team
- 4.5. Conduct comprehensive post-event activities, including team debriefs and surveys to gather internal and external feedback, ensuring continuous improvement.
- 4.6. Ensure timely acknowledgment to those who contributed to the event's success, expressing appreciation and gratitude.

5. Reporting and Planning

- 5.1. Provide regular progress reports to Rural and Regional Community Development Team leader, the festival steering committee, funders and STARTTS team highlighting key achievements, challenges, and opportunities related to event activities.
- 5.2. Participate in monthly performance appraisals with the Rural and Regional Community Development Team leader discussing performance goals, feedback, and professional development opportunities.
- 5.3. Contribute to the National Minimum Data Set.

6. Personnel

- 6.1. Contribute to the STARTTS strategic planning process and report on relevant Strategic Plan Key Performance Indicators (KPIs).
- 6.2. 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.
- 6.3. Be an active participant in team meetings to maximise contribution to the work of the team.
- 6.4. Participate in STARTTS staff meetings and other relevant meetings.
- 6.5. Work to ensure professional and co-operative working relationships within own team and with other departments across STARTTS.
- 6.6. Participate in identifying quality improvement initiatives/strategies.
- 6.7. Attend and participate in all training opportunities identified for the role.
- 6.8. Liaise with and seek senior advice as required.

7. 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.
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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.

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 **Rural and Regional Festival Events 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:** _____

The review for this Position Description is due: April 2027