

POSITION DESCRIPTION

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

POSITION NUMBER: 1032-S

Date reviewed/created: June 2025

POSITION TITLE: Senior Community Development Evaluation Officer

TEAM: Community Services

LOCATION: Auburn

AGREEMENT: "NSW (Non-Declared) Affiliated Health Organisations' Health Employees Agreement 2019".

CLASSIFICATION: Health Manager Level 2

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 orientated support and 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; Health in My Language Team, Community Living Support Refugee (CLSR) and Families in Cultural Transition (FICT)) as well as the following positions; Witness to War staff, 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: *Community Services Coordinator*
2. Responsible for: *Community Development Evaluation Officers, casual CLSR Evaluation Assistants, students and volunteers*

ESSENTIAL REQUIREMENTS:

1. Relevant post-graduate qualifications in health, social or behavioural science.
2. Demonstrated knowledge of a variety of evaluation methodologies (qualitative and quantitative) and highly developed analytical skills.
3. Demonstrated strong data collection skills.
4. Demonstrated experience and proven ability to conceptualise, manage and carry out project evaluation.
5. Demonstrated knowledge of community development principles and understanding of the importance of Social Capital concepts to the community development process.
6. Demonstrated understanding of the effects of torture and trauma on individuals, families, and communities and its impact on resettlement in Australian context.
7. Excellent oral, written and interpersonal communication skills and proficiency in the use of Microsoft Office; particularly academic writing skills and ability to work independently and as part of a multidisciplinary team within a multicultural environment.
8. Demonstrated ability to effectively lead and manage a small team, including providing training and mentoring.

Desirable Requirements:

1. Demonstrated experience in working with people from a refugee background
2. Relevant published academic journal articles

*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 Senior Community Development Evaluation Officer is responsible for enhancing STARTTS capacity to conduct self-evaluation of a variety of programs. The position will be placed in the Community Services Team and will also include collaboration with the Clinical Services – Research Team. The position will manage Community Development Evaluation Officers and relevant students and volunteers. The position will work on evaluating a number of projects funded through external funding sources and will be required to use STARTTS Social Capital evaluation methodology and enhance STARTTS capacity across all areas

of community development to use and measure impact of community development interventions on selected and agreed upon Social Capital indicators.

PRIMARY OBJECTIVES:

1. To assist relevant staff at STARTTS involved in community development work to identify and use relevant Social Capital indicators for project planning and evaluation, as well as to assist various sections of STARTTS to identify shared Social Capital indicators so as to enable comparative analysis.
 2. To increase STARTTS capacity to evaluate Community Development (CD) work using Social Capital and other relevant methodologies through the provision of training and mentoring for STARTTS staff involved in project evaluation.
 3. To evaluate a number of community development projects particularly larger projects funded by external funding sources.
 4. To increase STARTTS' contribution to the field of community development evaluation by developing innovative and context-specific evaluation methodologies, including appropriate clinical measurements of community development programs.
 5. Provide a high level of leadership and management to STARTTS Community Development Evaluation team and ensure services are delivered within agreed timeframes, quality standards and budgetary constraints and is strategic and systematic through development of policies and procedures and staff training.
-

PRIMARY DUTIES:

1. Administration

- 1.1. Assist in the evaluation and effectiveness of the service provided.
- 1.2. Participate in relevant meetings as required, such as Team Meetings, Community Development Meetings, and relevant Clinical Meetings.
- 1.3. Develop internal policies and processes for STARTTS Community Development Evaluation
- 1.4. Participate in STARTTS Research and Evaluation Committee.
- 1.5. Develop strategic goals for the Community Services Team to enhance evaluation practices and community development outcomes.
- 1.6. Establish key performance indicators for the evaluation of community development projects and ensure adherence to agreed-upon targets.
- 1.7. Assist all staff at STARTTS involved in community development work to identify and use relevant Social Capital indicators for project planning and evaluation, as well as to assist various sections of STARTTS to identify shared Social Capital indicators so as to enable comparative analysis.
- 1.8. Increase STARTTS capacity to evaluate Community Development (CD) work using Social Capital and other relevant methodologies through the provision of training and mentoring for STARTTS staff involved in project evaluation.
- 1.9. Increase STARTTS' contribution to the field of community development evaluation by developing innovative and context-specific evaluation methodologies, including appropriate clinical measurements of community development programs

2. Reporting

- 2.1. Prepare reports on services relating to areas of work as required.
- 2.2. Provide bi-monthly reports.
- 2.3. Participate in preparation of acquittal reports for specific projects.

- 2.4. Ensure documentation of own work, including methodologies, outcomes, and best practices, to contribute to organizational knowledge, support strategic decision-making, and maintain accountability in alignment with STARTTS' goals and standards.

3. Quality Assurance

- 3.1. Actively participate in Quality Assurance activities undertaken by STARTTS and lead the development and implementation of policies and standards for community development evaluation to ensure alignment with STARTTS' strategic objectives and commitment to continuous improvement.

4. Routine Activities – Managerial Duties

- 4.1. Provide a high level of leadership and management to ensure services are delivered within agreed timeframes, quality standards and budgetary constraints.
- 4.2. Provide training, mentoring and consultancy to various external stakeholders including refugee communities and service providers.
- 4.3. Provide leadership to inspire and motivate staff, fostering a culture of excellence and innovation in evaluation practices.
- 4.4. Undertake training about the effects of torture and trauma and the approaches to service provision required by torture and trauma survivors.
- 4.5. Coordinate community development evaluation of a number of STARTTS projects.
- 4.6. Train and support staff in use of the STARTTS Social Capital Evaluation Manual and the ongoing evaluation of their CD projects.
- 4.7. Collaborate with Clinical Services – Research Team on selected projects and work with clinical research staff to develop comprehensive evaluation methodologies for community development in a clinical setting.
- 4.8. Represent STARTTS at relevant interagency research forums and conferences.
- 4.9. Participate in educational and professional development programs.
- 4.10. Recruit, coach, mentor and performance develop staff, to develop the capabilities of the team to undertake changing roles, responsibilities and to provide for succession within the unit
- 4.11. Contribute to the development and implementation of strategic plans, policies and procedures, to ensure the achievement of business and service objectives.
- 4.12. Resolve conflict and complaints to ensure continuous delivery of quality services
- 4.13. Develop and maintain systems and processes and manage resources, project and staff to maximise achievement of goals and required levels of skills and performance
- 4.14. Promote continual improvement and focus on superior service by establishing and reviewing performance indicators and relevant reporting systems

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 **Senior Community Development Evaluation 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: June 2027