

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

POSITION NUMBER: 1018-4

Date reviewed/created: August 2025

POSITION TITLE: Student Clinic Project Officer

TEAM: Clinical Services

LOCATION: Carramar

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 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 Clinical Services Team consists of a group of clinicians specialised in various areas who act as a resource for other STARTTS staff to ensure their clinical skills and understanding of the client group remain current, while providing limited direct client services. These clinicians work together to promote clinical excellence, quality improvement and innovation across all STARTTS services.

The Clinical Services Team also includes the Early Childhood Clinic, Student Clinic, Body Focused Therapies, and Psychiatry.

ORGANISATIONAL RELATIONSHIPS:

1. Responsible to: *Clinical Services Team Leader.*
2. Responsible for: *Nil.*

ESSENTIAL REQUIREMENTS:

1. Tertiary Qualifications in Counselling, Psychology, Social Work or another relevant Allied Health discipline.
2. Demonstrated understanding of refugee issues, and the effects of torture and trauma on families, children and adolescents from a refugee background.
3. Demonstrated knowledge and experience in project management, policy development, networking and liaison and quality assurance.
4. Ability to work independently and as part of a multidisciplinary team within a multicultural environment.
5. Excellent oral, written and interpersonal communication skills and proficiency in the use of Microsoft Office and relevant experience in conducting training.
6. Demonstrated advocacy and community development skills and experience.

Desirable Requirements:

1. Bi-lingual in a community language relevant to refugee communities living in NSW.
2. Current NSW Driver's Licence.

*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 located within the Clinical Services Team and will be assisting the Clinical Services Coordinator in the design, development and implementation of Clinical programs at STARTTS. It will also be responsible for the management of students and volunteers when appropriate.

PRIMARY OBJECTIVES:

1. To coordinate the application, interview, and allocation process for STARTTS' Student Clinic, with support from the Clinical Services Team Leader.
2. To maintain professional relationships and networks with University and Tertiary institutions to support placement students and STARTTS' student clinic.
3. To coordinate and support other projects related to the STARTTS' student clinic as identified by the Clinical Services Coordinator and Clinical Services Team Leader.

PRIMARY DUTIES:

1. STARTTS' Student Clinic Coordination

- 1.1. Respond to applications and enquiries to the student clinic in a timely manner
- 1.2. Provide project management for the application, interview and allocation process for each placement semester.
- 1.3. Maintain and develop relationships with universities and other tertiary institutions to ensure STARTTS' placements maintain a positive reputation
- 1.4. Meet with relevant stakeholders to support any disputes or performance management concerns related to the Student Clinic, such as students, internal supervisors and external staff.
- 1.5. Assist, support and resource Student Clinic projects and programs.
- 1.6. Support, assist and resource STARTTS teams as appropriate through the Student Clinic.
- 1.7. Ensure that appropriate documentation of projects takes place and complies with the administrative requirements associated with the position.
- 1.8. Other duties as requested in line with grading, qualifications and experience.

2. Reporting and Administration

- 2.1. Prepare reports on services relating to areas of work bi-monthly or as required.
- 2.2. Provide statistical information and maintain records of interventions.
- 2.3. Assist in the evaluation of the effectiveness of services provided.
- 2.4. Ensure the efficient recording of client files and program records.

3. Personnel

- 3.1. Contribute to the STARTTS strategic planning process and report on relevant Strategic Plan Key Performance Indicators (KPIs).
- 3.2. 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.
- 3.3. Be an active participant in team meetings to maximise contribution to the work of the team.
- 3.4. Participate in STARTTS staff meetings and other relevant meetings.
- 3.5. Work to ensure professional and co-operative working relationships within own team and with other departments across STARTTS.
- 3.6. Participate in identifying quality improvement initiatives/strategies.
- 3.7. Attend and participate in all training opportunities identified for the role.
- 3.8. Liaise with and seek senior advice as required.

4. 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 **Student Clinic Project 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: August 2027