

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

POSITION NUMBER: 1127-2

Date reviewed/created: August 2025

POSITION TITLE: Early Childhood & Caregiver Support Team Leader

TEAM: Clinical Services

LOCATION: Sydney Metropolitan area

AGREEMENT: "NSW (Non-Declared) Affiliated Health Organisations' Professional and Associated Staff Agreement 2022".

CLASSIFICATION: Clinical Psychologist; Psychologist; Social Worker; Occupational Therapist; 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: *Senior Early Childhood Counsellor, Early Childhood Counsellor/Project Officers.*

ESSENTIAL REQUIREMENTS:

1. Relevant post graduate qualifications including registration with relevant professional body (i.e. AHPRA), such as Clinical Psychology, Psychology, Occupational Therapy, Social Work, or Counselling/Psychotherapy.
2. Demonstrated skills and experience in management/team leadership and excellent communication skills, including risk management related to child protection, domestic and family violence (DFV), and mental health concerns.
3. Knowledge of issues affecting refugees and the effects of torture and trauma on individuals, families and communities, including young children and their caregivers.
4. Demonstrated experience in providing individual and group mental health interventions for young children and their caregivers.
5. Demonstrated experience in providing clinical supervision, consultation and support.
6. Demonstrated understanding of community development approaches, and knowledge and experience in project management, networking and liaison.
7. Excellent oral, written and interpersonal communication skills and proficiency in the use of Microsoft Office.
8. Ability to work independently and as part of a disciplinary team within a multicultural environment.
9. Current NSW Driver's Licence.

Desirable Requirements:

1. Bi-lingual in a relevant community language.
2. Relevant training design and deliver skills.
3. Experience in developing quality improvement projects in clinical programs.

*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 Early Childhood & Caregiver Support Team Leader will manage and support the Early Childhood & Caregiver Support Team as well as provide support to the Clinical Services Team Leader in clinical quality improvement projects, specific clinical projects, clinical consultancy systems and liaison with relevant stakeholders.

PRIMARY OBJECTIVES:

1. To ensure that the Early Childhood & Caregiver Support Team provides high standard, effective service provision that is appropriate and responsive to the needs of the refugee communities and internal and external stakeholders it services.
2. To coordinate and support clinical projects and external partnerships as identified by the Clinical Services Team Leader.

3. To ensure that the Early Childhood & Caregiver Support Team is fully accountable to the organization for the human resources it represents and the physical resources it utilises.
 4. To ensure adequate communication and flow of information takes place between Early Childhood & Caregiver Support Team members, management and other relevant STARTTS staff.
 5. Develop and maintain productive partnerships between STARTTS' Teams and other services within the Sydney metropolitan areas relevant to the needs of newly arrived and established refugees to ensure effective service provision.
 6. Ensure that all staff in the Early Childhood & Caregiver Support Team receives adequate performance management, clinical consultation, training and support to realise their potential in the performance of their duties.
 7. To represent STARTTS with identified stakeholders and contribute clinical expertise and knowledge to STARTTS policy input.
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PRIMARY DUTIES:

1. Team Management Duties

- 1.1. Provide team leadership, direction, management, and support.
- 1.2. Set clear goals and expectations for individuals and team.
- 1.3. Set team objectives in line with STARTTS' strategic plan.
- 1.4. Undertake team members' regular performance management and annual performance reviews.
- 1.5. Address underperformance quickly, directly, and openly with team members.
- 1.6. Recognise good performance, provide coaching and development opportunities to build capacity.
- 1.7. Convene and coordinate team meetings of the Early Childhood & Caregiver Support Team.
- 1.8. Review and adapt STARTTS' Early Childhood & Caregiver Support program to integrate the NSW Health First 2000 Days framework.
- 1.9. Fulfill the duties of the Communities For Children (CfC) Implementation Manager for the Bankstown and Fairfield CfC Contracts.
- 1.10. Oversee the level of performance, allocation of work, and the interaction of Early Childhood & Caregiver Support Team members.
- 1.11. Implement and maintain case review process with team members in accordance with STARTTS' case review guidelines.
- 1.12. Ensure all members of Early Childhood & Caregiver Support Team receive adequate induction to the service, training, clinical consultation and support according to their needs.
- 1.13. Assist and guide Early Childhood & Caregiver Support Team members to maintain effective communications with other STARTTS staff members, relevant agencies, and refugee communities.
- 1.14. Ensure all staff in the Early Childhood & Caregiver Support Team complies with allocation, documentation, occasions of service; attend mandatory meetings, and other administrative requirements associated with the position.
- 1.15. Assist in identifying, preparing applications, and managing funding grant opportunities in consultation with the Clinical Services Team Leader.

2. Clinical Counselling Duties

- 2.1. Provide consultation and supervision to STARTTS staff as required.
- 2.2. Provide assessment and counselling services to early childhood clients in the context of a limited caseload with the purpose of maintaining clinical skills and knowledge of current client groups.

- 2.3. Maintain a limited caseload of several clients, such that total OOS of client services is equivalent to at least 0.4 FTE.
- 2.4. Maintain flexibility in client services and consultation caseload in response to critical project demands and service demands.

3. Administration

- 3.1. Assist in the evaluation of the effectiveness of services provided.
- 3.2. Oversee leave arrangements, including the coordination of recreation and other leave in a manner that ensures optimum performance of the team and the service.
- 3.3. Oversee the attendance of staff for the prescribed hours of their work contract and within the operating service hours of the Centre.
- 3.4. Ensure the efficient recording of client files and program records.
- 3.5. Oversee management and accountability requirements of externally funded clinical projects.
- 3.6. Assist STARTTS Clinical Services Team Leader with the development of a yearly Strategic Plan for the Early Childhood & Caregiver Support Team.

4. Other Duties

- 4.1. Complete duties as requested in line with grading, qualifications and experience, as directed by the Clinical Services Team Leader

5. Reporting

- 5.1. Prepare reports on services relating to areas of work bimonthly or as required.
- 5.2. Provide statistical information and maintain records of interventions.

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 cooperative 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.

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 **Early Childhood & Caregiver Support Team Leader** 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