

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

POSITION NUMBER: 1022-V

Date reviewed/created: July 2025

POSITION TITLE: Wellbeing Officer

TEAM: School Liaison Program

LOCATION: Granville East Public School or Ashcroft Public School or other schools as requested

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 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: *School Liaison Team Leader*
2. Responsible for: *NIL*

ESSENTIAL REQUIREMENTS:

1. Youth Work, Social Work or other relevant qualifications (minimum Certificate IV) and minimum 2 years' experience working with children and youth.
2. A clear understanding of the issues confronting vulnerable young people (including culturally & linguistically diverse, domestic violence, substance abuse, child abuse and child safety, mental health and relationships) and their impact on families.
3. Knowledge and understanding of key family, youth and welfare services, networks and resources and ability to access and collaborate to support at risk young people and their family.
4. Capacity to collaborate with key community and youth services to identify appropriate support for students.
5. Ability to liaise with wider school community to organise and participate in extracurricular activities.
6. Well-developed oral, written and interpersonal communication skills, including the ability to communicate effectively and creatively with individuals and families.
7. Demonstrated ability to assess the needs of vulnerable and disadvantaged families where there are concerns for the safety and wellbeing of young people.
8. Ability to work independently and as part of a multidisciplinary team within a multicultural environment as well as proficiency in the use of Microsoft Office.

Desirable Requirements:

9. Bilingual in a community language
10. Current First Aid Certificate

*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 position is funded via the National Student Wellbeing Program to support the wellbeing of students and the broader school community through the provision of wellbeing support services.

The role of the wellbeing officer is to provide strategies that support the wellbeing of the broader school community, developed in consultation with the school community, relevant school staff and school principals. These activities may include: volunteering activities, breakfast clubs, after school activities, excursions, lunchtime activities, groups and parent/carer workshops.

The role is intended to complement services provided by qualified specialists. The role is not designed or intended to provide specialist services to school students, such as professional counselling, professional mental health and psychological services and other allied health services.

PRIMARY OBJECTIVES:

1. Provide community support referral and wellbeing support to students in allocated school.
2. Implement programs within the school to support students at risk with particular focus on young people of refugee and refugee-like backgrounds.

3. Liaise with relevant stakeholders.
 4. Act as a resource for other school staff working with this client group.
 5. Contribute to ongoing development of the STARTTS In Schools Program.
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PRIMARY DUTIES:

1. Community support

- 1.1. Provide community support and referral services to students at allocated schools.
- 1.2. Provide individual support and referral for students.
- 1.3. Collaborate with community service providers to identify and support at risk students.
- 1.4. Assess and refer students as required.

2. Program Implementation within the school

- 2.1. Implement programs to support students at their allocated school to meet specific identified needs
- 2.2. Implement programs within the school to support students with refugee experience.
- 2.3. Development and delivery of anti-bullying, cyber bullying, anger management, resilience, conflict resolution, social skills and other workshops identified by the school staff and students.

3. Liaison and meetings with relevant stakeholders

- 3.1. Liaise with Counsellor, Year Level Co-ordinators and Wellbeing Team where needed.
- 3.2. Liaise with the Principal, Assistant Principals and Learning & Support Teachers.
- 3.3. Liaise with external professionals and agencies as required.
- 3.4. Liaise with parents/guardians/families when required.
- 3.5. Gather information through liaison with parents, staff and external professionals.
- 3.6. Provide feedback to teachers within the guidelines of confidentiality.
- 3.7. Attend relevant meetings at the school as directed by school-based supervisor.

4. Act as a resource for other school staff working with this client group

- 4.1. Provide relevant wellbeing information, resources and presentations to staff, parents/guardians and students.
- 4.2. Contribute to the wellbeing content on programs such as Positive Behaviour Learning.
- 4.3. Contribute to relevant discussions, meetings and committees addressing wellbeing issues.
- 4.4. Support the school by making relevant mandatory reporter logs.

5. Professional Development

- 5.1. Undertake STARTTS Core Concepts and Working with Refugee Young People training.
- 5.2. Undertake mandatory training as directed by funding body, STARTTS and school.
- 5.3. Undertake regular professional development
- 5.4. Attending workshops and conferences relating to youth work and child/adolescent wellbeing.
- 5.5. Participating in collegial professional development with student welfare team when invited.

6. Administration

- 6.1. Maintain records as required by STARTTS Community Services.
- 6.2. Prepare quarterly reports and submit to the Team Leader responsible for your remit.
- 6.3. Actively participate in relevant quality assurance initiatives as required.

7. Variation of Hours

- 7.1. You may be required to work reasonable additional hours as necessary for the proper performance of your duties and to meet the needs of STARTTS.

- 7.2. Your hours may be varied with more than 24 hours' notice prior to the commencement of those working hours (Varied Hours).
- 7.3. If you are offered and accept varied hours, and this results in your hours for the relevant roster cycle exceeding your specified hours, you will accrue time in lieu instead of being paid overtime for these additional hours.
Varied hours may be withdrawn by you, in writing, with more than 24 hours' notice prior to the commencement of the varied hours.
- 7.4. You may be required to work evening and weekend hours, including overnight stays at camps, with at least 24 hours notices, depending on program schedules.
- 7.5. If you are required to work hours in the evenings or early mornings, flexi-time arrangements may apply, allowing for an earlier/later start time on the same day to accommodate these hours.
- 7.6. You may be required to travel within the community to various program sites as required of the position.
- 7.7. You may participate in physical recreational activities as necessary of the position.

8. Personnel

- 8.1. Contribute to the STARTTS strategic planning process and report on relevant Strategic Plan Key Performance Indicators (KPIs).
- 8.2. 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.
- 8.3. Be an active participant in team meetings to maximise contribution to the work of the team.
- 8.4. Participate in STARTTS staff meetings and other relevant meetings.
- 8.5. Work to ensure professional and cooperative working relationships within own team and with other departments across STARTTS.
- 8.6. Participate in identifying quality improvement initiatives/strategies.
- 8.7. Attend and participate in all training opportunities identified for the role.
- 8.8. Liaise with and seek senior advice as required.

9. 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 **Wellbeing 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: July 2027