

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

**POSITION NUMBER:** 1008

**Date reviewed/created:** September 2025

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**POSITION TITLE:** Operations Coordinator

**TEAM:** Operations

**LOCATION:** Carramar

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

**CLASSIFICATION:** Health Manager Level 4.

A generous salary packaging scheme is also offered.

**VACCINATION REQUIREMENT:** Category B.

**PERIOD OF APPRAISAL:** Performance will be assessed within 3 months of commencement and a 6 month probationary/qualifying period will also apply.

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### **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.

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### **Background to the Program Area of the Position**

The Operations Coordinator reports to the Chief Executive Officer (CEO) and is a member of STARTTS Senior Management Team. The position oversees the functions of Administrative Services, Procurement, Work Health & Safety (WHS), Incident Management, Human Resources (HR) and Infrastructure Management. The Operations team works collaboratively across the Service to deliver crucial and efficient support for seamless delivery of services and functions to all stakeholders.

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### **ORGANISATIONAL RELATIONSHIPS:**

1. Responsible to: CEO
2. Responsible for: *Administrative Services Team Leader; Administrative Support Officer – Projects; Senior Administration Officers; Senior Data Entry Officer; HR Manager.*

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## ESSENTIAL REQUIREMENTS:

1. Relevant tertiary qualifications or demonstrated experience in facilities management, HR or administration or relevant equivalent work experience.
2. Proven experience in senior leadership and management in a large and complex organisation.
3. Demonstrated experience of implementing change to meet strategic outcomes.
4. Excellent strategic planning and policy and procedures development skills, including the ability to make complex judgements and take initiative within the delegated area
5. Excellent negotiation, decision making and influencing skills including the ability to interact constructively and collaboratively with a diverse range of stakeholders, through all organisational levels
6. Excellent oral, written and interpersonal communication skills and proficiency in the use of Microsoft Office.
7. Ability to work independently and as part of a multidisciplinary team within a multicultural environment.

\*This position is not considered child-related employment and will require a National Police Check.

## VACCINATION REQUIREMENTS

**\*This role is a Category B role.** While it is strongly recommended that **Category B** workers be vaccinated for COVID-19, influenza, and other transmissible diseases, it is not mandatory to have these vaccinations.

Should you be unable to comply with the vaccination recommendations before your commencement date, it will not affect your offer of employment.

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## BRIEF DESCRIPTION OF ROLE

The Operations Coordinator will be responsible for providing strong leadership and senior management across multiple portfolios to ensure their smooth operation and function across STARTTS. The Operations Coordinator will collaborate with other Senior Managers to facilitate process improvements in infrastructure, and regulatory alignment and operational enhancements across the Service ensuring functions and departments deliver integrated, effective and efficient outcomes. The position focusses heavily on the management of infrastructure improvement and overall management of agency support services.

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## PRIMARY OBJECTIVES:

1. Provide sound leadership, senior management, and operational oversight to the administrative support, infrastructure and HR teams through the development and implementation of effective strategies to ensure the provision of excellent support to all sections and teams in the organisation.
2. Evaluate existing service practices, policy, and operational procedures and introduce innovations relevant to enhance these services.
3. Identify, assess, and mitigate operational, administrative, and HR-related risks by developing and implementing robust risk management strategies and contingency plans.
4. Ensure a proactive approach to risk management by applying practical and innovative incident management processes that ensure compliance with all obligatory requirements while maximising organisational effectiveness and efficiency.
5. Communication management: Ensuring clear, timely, and effective communication among all relevant stakeholders.
6. Financial management: Controlling program costs and ensuring financial objectives are met.
7. Compliance: Ensuring the overall section as well as specific projects adhere to relevant regulations, standards, organisational policies and strategic goals.

8. Planning: Contribute to the development and revision of STARTTS Strategic Plan and the implementation relevant areas of the plan.
9. Policies and procedures: Contribute to the development of policies and procedures relevant to the work of the Operations section.

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## **PRIMARY DUTIES:**

### **1. Research & Stakeholder Management**

- 1.1. Leading the development and preparation of high-quality reports and recommendations, analysis, project and initiative proposals.
- 1.2. Managing complex stakeholder relationships and negotiations, ensuring clear and effective communication throughout project delivery timeline.
- 1.3. Overseeing project teams and multiple user groups to ensure project information is provided in a timely manner and in a format consistent with the requirements of the project.
- 1.4. Seeking/maintaining specialist knowledge/advice and keeping up to date with industry best practice.

### **2. Manage Project Delivery Schedules (Infrastructure)**

- 2.1. Overseeing project scope, schedule, and costs, using appropriate techniques to manage changes.
- 2.2. Establishing performance outcomes and measures for key project goals, and define monitoring, reporting and communication requirements.
- 2.3. Anticipating, identifying, and addressing issues and potential problems and selecting the most effective solutions in collaboration with Senior Managers.
- 2.4. Monitoring the completion of project milestones against goals and initiating amendments where necessary.
- 2.5. Balancing competing demands and priorities while identifying project interdependencies.

### **3. Financial Management**

- 3.1. Preparing accurate estimates of costs and resources required for all projects in conjunction with relevant business partner.
- 3.2. Ensuring project deliverables are met and align with project briefs and budgets.
- 3.3. Ensuring financial implications of changed priorities are explicit and budgeted for.

### **4. Vendor & Service Providers**

- 4.1. Negotiating and presenting contracts and service agreements to relevant managers in accordance with project objectives.
- 4.2. Managing relationships with key stakeholders and monitoring provision of services to ensure adherence with contractual terms.

### **5. Technology & Systems Integration**

- 5.1. Seeking advice from appropriate technical experts and maintaining a level of currency regarding emerging technologies and how they might be applied to support organisational outcomes.
- 5.2. Identifying, planning and acting on opportunities to provide coaching and mentoring to Service staff to enhance uptake of project outcomes.

### **6. Quality Improvement**

- 6.1. Identifying opportunities for quality improvement and new projects within the Service and develop proposals to address issues and provide to Senior Management.

## **7. Physical Resources and Infrastructure Management**

- 7.1. Oversight of projects addressing areas such as new premises builds, complex maintenance requirements and improvements to premises.
- 7.2. In consultation with the CEO and Deputy Chief Executive Officer (DCEO) and other relevant Coordinators identify suitable premises and organise inspections, undertake lease negotiation and finalisation with appropriate legal assistance.
- 7.3. Conduct high level liaison with agents and building managers of premises occupied by STARTTS to ensure the efficient operation of STARTTS facilities located within larger premises.
- 7.4. Engage with Senior Team Leaders and, others with overall responsibility for a STARTTS site to ensure buildings are well maintained and physical resources matters are dealt with in timely manner.
- 7.5. Maintain an asset register for the organisation.

## **8. Administrative Support Services**

- 8.1. Provide oversight and management support to the Administrative Services Team Leader to ensure that administration support is provided efficiently in the service of organisational objectives.
- 8.2. Oversight of review and implementation of administration systems and identify areas of corporate services in which improved organisational efficiency can be achieved.
- 8.3. Support the Administrative Services Team Leader in engaging with Senior Team Leaders and other relevant managers in relation to administration requirements across STARTTS offices and more widely.

## **9. Procurement**

- 9.1. Oversee systems for the efficient, timely and cost-effective procurements of goods and services required for the corporate services activities of STARTTS.
- 9.2. Investigate options for procurement of administration related consumables and other items in use at STARTTS, considering environmental factors and cost consideration as well as efficiency in their acquisition.
- 9.3. Oversee the negotiation of contracts with suppliers in relevant areas of administration, infrastructure management, WHS and HR.
- 9.4. Abide by NSW Health requirements of AHOs for the procurement of items and establishment of contracts with suppliers.

## **10. WHS**

- 10.1. Act as the Chairperson of the quarterly STARTTS WHS Consultative Committee and ensure its effective operation.
- 10.2. Work with WHS Consultative Committee members to develop a plan of activities and strategy for engagement with staff more broadly in relation to WHS issues.
- 10.3. Identify WHS risks within the workplace and undertake necessary process for assessment and control of areas of WHS risks.
- 10.4. Conduct reviews and relevant audits as required.
- 10.5. Oversee STARTTS compliance with legal and policy requirements in relation to WHS with particular emphasis directed to areas identified as of critical importance such as fire safety and first aid.
- 10.6. Work with the members of WHS Consultative Committee to identify means of engaging the staff group more broadly in identifying and implementing solutions to WHS hazards.

## **11. Incident Management**

- 11.1. Oversee the process of recording workplace corporate and clinical incidents to ensure that incidents are reports and acted upon as required.
- 11.2. Follow up incidents as they arise in the workplace and identify and implement suitable measure to mitigate these.
- 11.3. Follow up incidents with relevant managers to ensure that these are dealt with appropriately, including escalation to the Executive and relevant Board committees as required.
- 11.4. Conduct analyses of workplace incidents with a view to implementing strategies that result in a reduction in workplace incidents particularly those that result in injury to staff and to clients.
- 11.5. Identify training requirements for STARTTS staff to assist in reducing/minimising the extent and seriousness of workplace incidents.
- 11.6. Liaise with the Training Coordinator and CEO and DCEO regarding the implementation of training related to incident management and response.

## **12. HR**

- 12.1. Work with the HR Manager to undertake oversight of HR functions within STARTTS.
- 12.2. Support the HR Manager to develop strategies that continue to enhance staff wellbeing while encouraging a positive working and environment and workplace culture.
- 12.3. Support the HR Manager to ensure consistency across the organisation in relation to the application of HR policies and procedures.
- 12.4. Contribute to the process of researching, commissioning and implementing of HR systems that will result in improved efficiency and greater reliance on online/electronic HR information systems.
- 12.5. Together with the HR Manager consult relevant senior colleagues in relation to HR and support the HR Manager in the identification of training needs across the STARTTS staff group in relation to HR matters.
- 12.6. Adhere to the NSW Health policy, enterprise agreements and legislative requirements applicable to AHOs to ensure HR related decisions activities accord with STARTTS obligations as an employer.
- 12.7. Together with HR Manager engage with the DCEO regarding the legislative framework for employee services and relations.

## **13. Environmental Committee**

- 13.1. Ensure Environmental Committee convenes quarterly to develop initiatives to decrease STARTTS environmental footprint and present recommendations to CEO.
- 13.2. Guide Environmental Committee to plan and propose objectives to promote a sense of environmental responsibility among partner and other organisations associated with STARTTS.
- 13.3. Oversee implementation of CEO approved environmental initiatives, working with relevant internal and external stakeholders to ensure key objectives are achieved.

## **14. Personnel**

- 14.1. Contribute to the STARTTS strategic planning process and report on relevant Strategic Plan Key Performance Indicators (KPIs).
- 14.2. 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.
- 14.3. Be an active participant in team meetings to maximise contribution to the work of the team.
- 14.4. Participate in STARTTS staff meetings and other relevant meetings.
- 14.5. Work to ensure professional and cooperative working relationships within own team and with other departments across STARTTS.

- 14.6. Participate in identifying quality improvement initiatives/strategies.
- 14.7. Attend and participate in all training opportunities identified for the role.
- 14.8. Liaise with and seek senior advice as required.

**15. 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.

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**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.

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**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.

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**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*.

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**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 **Operations Coordinator** 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:** September 2027