

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

POSITION NUMBER: 1129

Date reviewed/created: October 2025

POSITION TITLE: Bicultural Early Childhood & Caregiver Support Facilitator - Casual

TEAM: Clinical Services – Early Childhood Team

LOCATION: STARTTS Communities for Children

Bankstown and Fairfield funded areas

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 and Probation: 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 and Caregiver Support Program providing individual and group services to 0–6-year-olds with their caregivers, as well as the Student Clinic, Body Focused Therapies, and Psychiatry.

ORGANISATIONAL RELATIONSHIPS:

1. Responsible to: *Early Childhood & Caregiver Support Team Leader.*
2. Responsible for: *Nil.*

ESSENTIAL REQUIREMENTS:

1. Relevant tertiary studies in community services, education, teaching, psychology, social work, counselling or other relevant psychotherapy. Applicants who are currently undertaking relevant studies and working towards a recognised qualification in a related field are also encouraged to apply.
2. Demonstrated understanding of the effects of torture and trauma on individuals, families, and communities and its impact on resettlement in the Australian context.
3. Understanding early childhood development and the importance of caregiver-child relationships.
4. Experience in facilitating or assisting group activities for children and/or caregivers in community or educational settings.
5. Ability to engage effectively with children and caregivers from diverse cultural backgrounds in a trauma-informed and culturally responsive manner.
6. Ability to work both independently and collaboratively within a multidisciplinary team in a multicultural environment.
7. Effective oral, written and interpersonal communication skills and proficiency in the use of Microsoft Office.
8. Fluency in one or more relevant community languages including Arabic, Dari, Rohingya, Farsi, and Swahili, Kurdish Kurmanji.

DESIRABLE REQUIREMENTS:

1. Availability to work flexible hours, including occasional mornings or afternoons, as required for group sessions.
2. Experience in delivering training and in group facilitation/co-facilitation, early childhood education, or community development.

*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 Bicultural facilitator will assist in facilitating groups delivered as part of the Communities for Children STARTTS Early Childhood and Caregiver Support Project, by supporting children (0-6 years of age) and their caregivers from refugee-like backgrounds. The role involves co-facilitating group activities, modelling positive caregiver-child interactions, and providing culturally responsive parenting and caregiver support that foster caregiver/child attachment, emotional co-regulation, and healthy child development. The role

may also assist in simple data collection, reflective feedback, or community-informed research activities that contribute to ongoing program development and evaluation.

PRIMARY OBJECTIVES:

1. Support the wellbeing and development of children (0–6 years of age) and their caregivers from refugee-like backgrounds through trauma-informed, play-based, and relational group activities that strengthen attachment, emotional regulation, and readiness for preschool and school.
 2. Promote culturally responsive engagement and participation of families by fostering inclusion, understanding, and trust within the group setting, and by collaborating with caregivers to build skills that enhance family relationships and children's overall wellbeing.
 3. Contribute to community connection and program outcomes by working collaboratively with families, professionals, and community networks to support safe, nurturing, and resilient environments for children and caregivers.
 4. Implement and provide group facilitation, as well as the delivery of training and culturally appropriate support services, as requested by the Early Childhood & Caregiver Support Team Leader and in line with the goals of the Early Childhood and Caregiver Support Program.
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PRIMARY DUTIES:

1. Group Facilitation and Delivery

- 1.1. Support or lead the facilitation of the GPLT (Group Play and Learning Therapy) groups and other Early Childhood & Caregiver Support interventions, under guidance and training provided by the ECCPO.
- 1.2. Actively engage in ongoing professional development, supervision, and reflective practice to develop competence and confidence in facilitating relevant interventions.
- 1.3. Deliver culturally relevant activities, songs, and stories as planned with the ECCPO facilitating the group.
- 1.4. Highlight the importance and benefit of play to parents and caregivers through participation and discussion.
- 1.5. Provide a warm and welcoming presence for all children and caregivers attending the group.
- 1.6. Offer reflective and empathic listening to children and caregivers, fostering trust and emotional safety.
- 1.7. Assist in facilitating group and strengthening attachment between caregivers and children during sessions.
- 1.8. Model positive attachment, play, and engagement through active participation in group activities and interactions.
- 1.9. Contribute suggestions for suitable activities, songs, stories, and music from their culture to enrich the GPLT sessions.
- 1.10. Prepare crafts and activities for the group as required.
- 1.11. Assist with setting up and packing up before and after sessions, including cleaning and organising resources used in the group.
- 1.12. Commitment to STARTTS' values of cultural respect, collaboration, and empowerment of communities affected by torture and trauma.

2. Cultural and Community Liaison

- 2.1. Assist in research or community-informed initiatives based on the needs of the target group, as requested by the Team Leader, and support the development of culturally responsive and inclusive practices within the program.
- 2.2. Provide language support as needed to enhance understanding and participation.

- 2.3. Act as a bridge between STARTTS and the community by providing the ECCPO with relevant background information and cultural considerations to support culturally safe and responsive practice.
- 2.4. Inform cultural practices and enhance cultural appropriateness.
- 2.5. Support the promotion of STARTTS' Early Childhood & Caregiver Support programs with relevant communities and community-led organisations.

3. Support and Collaboration

- 3.1. Participate in discussions during or after sessions regarding ways of supporting children's needs, within the scope of training and role, and refer any concerns or requests for further information to the ECCPO for follow-up.
- 3.2. Attend debrief and support meetings with the ECCPO following group sessions.
- 3.3. Attend planning meetings with the ECCPOs to contribute ideas and feedback on group delivery.
- 3.4. Undertake other related tasks as discussed and agreed upon with the ECCPOs.

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 **Bicultural Early Childhood & Caregiver Support Facilitator - Casual** 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: October 2027