

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

POSITION NUMBER: 1146-S

Date reviewed/created: October 2025

POSITION TITLE: Bi-Cultural Mental Health Project Officer/Groupworker (Mandaeen Community)

TEAM: Community Development Team **LOCATION:** Liverpool

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: *Community Development Team Leader*
2. Responsible for: *NIL*

ESSENTIAL REQUIREMENTS:

1. Relevant qualifications and experience in psychology, social work, mental health promotion, community development, counselling, group work or other relevant disciplines.
2. Demonstrated understanding of torture and trauma on individuals, families, and communities and its impact on resettlement in the Australian context.
3. Demonstrated adult education and/or training skills.
4. Excellent understanding of the needs and issues related to mental health literacy and suicide prevention faced by Mandaean community members settling in South West Sydney.
5. Excellent oral, written & interpersonal communication skills and proficiency in the use of Microsoft Office.
6. Experience in community development and/or group work in multicultural settings and the ability to work independently and as part of a multidisciplinary team within a multicultural environment.
7. Demonstrated knowledge of appropriate mental health literacy interventions and suicide prevention frameworks and strategies.
8. Demonstrated understanding of nature-based interventions for mental health and wellbeing.

Desirable Requirements:

1. Knowledge of stakeholders in the refugee/migrant/Mental Health sector in South West Sydney.
2. Current NSW Driver's License

*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 working within the STARTTS Community Development Team to work with support structures in the Mandaean community in South West Sydney Local Health District (SWSLHD) to increase the capacity of community leaders, volunteers, peer educators and community support structures to identify and support people at risk of suicide or serious mental health illness and make appropriate referrals. The position will deliver psycho-education and lifestyle/well-being group interventions to enable Mandaean community members to better identify signs of distress in themselves and develop appropriate coping strategies, develop mutually supportive relationships, break social isolation, reduce the stigma associated with seeking mental health assistance, increase knowledge and access to a variety of mental health services.

PRIMARY OBJECTIVES:

1. To coordinate the establishment of the Mandaean Safe Space in Liverpool in collaboration with local mental health services, the Mandaean community and other STARTTS staff. This includes volunteer recruitment, training, and supervision.
2. To enhance the health, social connections and well-being of Mandaean community members in SWSLHD, thus increasing the protective factors in the area of mental health and suicide prevention.
3. To enhance the capacity of Mandaean community leaders and volunteers to assist community members and make appropriate referrals to relevant mental health services.

4. To enhance the capacity of Mandaean community leaders and volunteers to engage with the mental health system and promote mutual learning between mental health services and the Mandaean community.

PRIMARY DUTIES:**1. Groupwork and individual clients**

- 1.1. Work with relevant STARTTS staff and the Mandaean community to identify appropriate group work interventions for people from the Mandaean community in SWSLHD. Plan, deliver and evaluate of at least 2 groups for the duration of the project. The groups are intended to enhance Mandaean community members' health, well-being, and community connections.
- 1.2. Provide limited accidental counselling and casework to the group members.

2. Community Development, community education and social support

- 2.1. In collaboration with other STARTTS staff, local mental health stakeholders and Mandaean community co-design Mandaean Wellbeing Space in Liverpool. This includes development and implementation of detailed project and co-design plans, volunteer recruitment, training and supervision.
- 2.2. In collaboration with other STARTTS staff, organise and deliver 4 Accidental Counsellor Training and 2 Suicide Prevention sessions for the Mandaean community leaders for the duration of the project.
- 2.3. In collaboration with other STARTTS staff, organise one leadership residential program for Mandaean community leaders and volunteers.
- 2.4. Collaborate with other Mandaean staff, facilitate referrals to STARTTS counselling, and organise sessions on mental health systems in Australia.
- 2.5. Assist STARTTS staff in developing psychoeducational materials for the Mandaean community with particular focus on digital resources.
- 2.6. Support the Community Development Team Leader with Embrace Project documentation, reporting, and project management, including meetings with Embrace Australia.
- 2.7. Deliver cultural awareness training and consultancy to relevant services in SWSLHD.

3. Training and supervision

- 3.1. Undertake on-the-job training where relevant.
- 3.2. Participate in regular STARTTS staff development.
- 3.3. Participate in group co-facilitation where appropriate.
- 3.4. Undertake a comprehensive STARTTS induction program.

4. Reporting

- 4.1. Provide quarterly progress reports to the Community Development Team Leader
- 4.2. Maintain accurate medical records via CAREHR for individual and group interventions.
- 4.3. Maintain accurate records in Meraki App for community capacity building and sector development.
- 4.4. Support the Community Development Team Leader with reporting to SWSPHN

5. Personnel I Performance Management

- 5.1. Participate in regular performance management processes, including monthly performance management meetings and yearly performance appraisals.
- 5.2. Actively participate in quality assurance activities undertaken by STARTTS

6. Administration

- 6.1. Participate in team meetings, staff meetings, clinical meetings, community development meetings and other meetings relevant to duties as required.
- 6.2. Prepare and implement annual work plans.

7. Other

- 7.1. Perform other duties as required.

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 **Bi-Cultural Mental Health Project Officer/Groupworker(Mandaeen Community)** 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