



POSITION DESCRIPTION

Review Date: 22 June 2009

- POSITION TITLE:** Early Intervention Program Co-ordinator
- CLASSIFICATION:** Manager and Associated Staff, Level 2.
Salary range \$75,720-\$89,810 depending on experience & qualifications
- AWARD:** Hospital Managers (State) Award
- DEPARTMENT/SERVICE:** STARTTS
- PERIOD OF APPRAISAL:** After 3 months

POSITION DURATION: To 30 September, 2010, thereafter subject to continuation of funding

STARTTS' Early Intervention Program (EIP) is funded by the Department of Immigration and Citizenship (DIAC) under the Integrated Humanitarian Settlement Strategy (IHSS) to provide a comprehensive assessment, referral and counselling service addressing the psychological and psychosocial health needs of newly arrived Humanitarian Program entrants in NSW. This project is complementary to STARTTS General Services' function of providing an integrated approach to addressing the needs of refugee torture and trauma survivors in NSW. The position is responsible for managing the Early Intervention Program (EIP) and is a member of the STARTTS' senior management team.

ORGANISATIONAL RELATIONSHIPS

1. Responsible to Chief Executive Officer, STARTTS
2. Co-ordination and supervision of Early Intervention Program, STARTTS
3. Direct supervision of EIP Team Leaders and the EIP Research/Evaluation Officer.

QUALIFICATIONS AND EXPERIENCE:

Essential:

- Relevant tertiary qualifications in Health, Welfare, or Social or Behavioural Sciences.
- Demonstrated management experience in a health or welfare related area in a multicultural context.
- Demonstrated experience in: developing and managing projects; understanding of issues affecting newly arrived refugees, in particular resettlement issues and the effects of torture on individuals, families and communities.
- Experience in liaising and developing partnerships with government and non-government service providers;
- Ability to lead and motivate a multidisciplinary and multicultural team

- Demonstrated capacity to meet strict reporting deadlines.
- Commitment to Human Rights and capacity to implement Equal Employment Opportunity.
- Current NSW driver's licence and access to a car.

Desirable:

- Experience working with refugee communities in NSW.

PRIMARY OBJECTIVES

- Ongoing development of a responsive, effective and innovative Early Intervention Program addressing the needs of newly arrived humanitarian entrants in NSW.
- Ensure that STARTTS EIP program meets **contractual obligations and financial viability** requirements within a context of quality service provision responsive to the changing needs of the client group.
- Ongoing development and co-ordination of productive partnerships between the EIP and other services throughout NSW relevant to the needs of newly arrived refugees to ensure the psychological and psychosocial needs of newly arrived refugees are identified and addressed.
- Promote effective structural and functional links and relationships with other divisions of STARTTS to ensure the optimal use is made of the physical and human resources of the organisation for the benefit of its client group.
- Ensuring accurate and timely reporting of EIP client service data as per contract and agency requirements.
- Develop and maintain productive, collaborative relationships with STARTTS' IHSS consortium partners in order to deliver an integrated comprehensive service to newly arrived refugees
- Ensure that effective collaboration and productive partnerships occur between the EIP, Community Services and General Services in order to provide comprehensive, seamless quality services for newly arrived refugees and their communities

PRIMARY DUTIES

1. Administration

- 1.1 Ongoing development of appropriate policies and procedures to provide adequate guidelines for all staff involved in the EIP and enable the teams to meet identified contractual requirements and financial viability goals.
- 1.2 Monitoring and ongoing improvement of appropriate mechanisms and procedures for recording and processing EIP service provision data and client records in a way consistent with contractual requirements of the program.
- 1.3 Ongoing improvement of systems to monitor and evaluate the effectiveness of the EIP, and the teams' ability to meet contractual requirements and identified financial viability objectives.
- 1.4 Ongoing development and maintenance of efficient administrative systems for the EIP.

- 1.5 Ensure the timely and accurate provision of data for reports, statistics and managerial analysis of the EIP.
- 1.6 Prepare tender proposals and other funding submissions to secure ongoing funding for the EIP.
- 1.7 Co-ordinate fortnightly meetings of all EIP staff.
- 1.8 Participate in the Service Co-ordination Group (STARTTS' senior management team) and participate in developing initiatives to operationalise STARTTS' philosophy and achieve its goals and objectives.
- 1.9 Participate in staff meetings and other relevant meetings at STARTTS.
- 1.10 Participate in STARTTS' annual and ongoing strategic planning processes.
- 1.11 Ensure that an effective and comprehensive Quality Improvement program is in place throughout all aspects of STARTTS' EIP service provision.
- 1.12 Participate in the development and implementation of national standards of excellence for torture and trauma services and take leadership of this process in the Early Intervention Program

2. Personnel and Performance Management

- 2.1 Ensure the recruitment and induction of appropriate staff in order to achieve the goals and objectives of the EIP.
- 2.2 Monitor systems and mechanisms to ensure that all EIP staff receives effective and appropriate ongoing support, supervision and in-service training.
- 2.3 Directly supervise and support the work of EIP Team Leaders and EIP Research/Evaluation Officer.
- 2.4 Develop and implement effective performance management systems for EIP team leaders and staff that reflect contractual, financial and quality goals and objectives for the program.
- 2.5 Ensure effective channels of communication and co-operation between the EIP and other STARTTS program areas and staff.
- 2.6 Ensure the principles and practices of Equal Employment Opportunity are upheld in recruitment and treatment of all EIP staff.
- 2.7 Provide a safe place of work and ensure EIP staff is treated respectfully in accordance with STARTTS' philosophy and principles of management.
- 2.8 Ensure EIP staff commencing at STARTTS are paid in accordance with appropriate awards.
- 2.9 Approve timesheets for directly supervised EIP staff, including emergency and planned overtime, and annual leave.

- 2.10 Approve EIP staff study leave applications and attendance at seminars and other matters of staff development within limits of delegation.

3. Liaison and partnerships

- 3.1 Ongoing development and maintenance of productive relationships and referral pathways between the EIP and consortium partners in the delivery of the Integrated Humanitarian Settlement Strategy (IHSS) services to newly arrived humanitarian entrants.
- 3.2 Ongoing development and co-ordination of productive partnerships and projects between the EIP and other services throughout NSW relevant to the needs of newly arrived refugees.
- 3.3 Ongoing development and maintenance of productive relationships between EIP and the Department of Immigration and Citizenship (DIAC) and other relevant bodies.
- 3.4 Monitor the areas where EIP services are required and modify sessional placements accordingly, including where necessary developing new sessional bases for EIP staff.
- 3.5 Liaise with FASSTT counterparts in other Australian States and Territories and participate in collaborative initiatives where appropriate.

4. Reporting

- 4.1 Provide progress reports on the EIP, bimonthly program reports, monthly service provision data, and client service reports, to the Chief Executive Officer (CEO), and other sections of the report to the Deputy Director and Community Services Co-ordinator as required.
- 4.2 Prepare regular reports for the relevant lead agency in accordance with the contract provisions.
- 4.3 Report regularly to the CEO on all matters of importance concerning the EIP
- 4.4 Contribute a section on the EIP to the STARTTS annual report.
- 4.5 Prepare other reports as required.

5. Financial

- 5.1. Ensure the EIP program teams meet contractual obligations and identified financial goals to guarantee the financial viability of the program
- 5.2 Assist the CEO in the development and monitoring of the EIP budget to ensure the effective and equitable distribution of resources within funding levels.
- 5.3 Participate in the compilation and analysis of service data and preparation of submissions for further funding of the EIP.
- 5.4 Assist the CEO in assessing and managing financial and organisational roles/responsibilities associated with the implementation of IHSS contractual obligations.

6. Policy

- 6.1 Assist the CEO in developing and reviewing policies and procedures in relevant areas and ensuring EIP compliance with STARTTS and Department of Health policies and procedures.
- 6.2 Assist the CEO to ensure EIP compliance with contractual requirements.
- 6.3 Assist the CEO to ensure that EIP staff is notified of changes to STARTTS' and Department of Health policies.

7. Materials Management

- 7.1 Oversee the administration of transport resources of the EIP.

8. Training

- 8.1 Ensure that the EIP is able to provide high quality consultancy and training for other service providers
 - 8.2 Provide consultancy and training for service providers
9. Perform other duties as required.

REVIEW DATE: 30/9/2010

HEALTH SERVICE SMOKING POLICY

STARTTS supports the Department of Health's Policy of Non-Smoking by prohibiting staff, clients and visitors from smoking within STARTTS' premises or vehicles.

REVIEW DATE _____ / _____ / _____

EMPLOYEE NAME: _____

I have read and understand the above position description and agree to comply with same.

Signature: _____

Date: _____

CHIEF EXECUTIVE OFFICER:

Signature: _____

Date: _____

Jorge Aroche