



**Service for the Treatment and Rehabilitation of Torture and Trauma Survivors  
STARTTS**

**JOB DESCRIPTION**

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

**Review Date:** January 2011

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**POSITION TITLE:** Families in Cultural Transition (FICT) Project Officer (PASTT funded)

**POSITION NUMBER:**

**TEAM:** Community Services

**LOCATION:** Carramar

**AWARD:** Health Education Officer or other relevant Award

**CLASSIFICATION:**

Salary range: \$46,885 - \$71,593 depending on experience and qualifications

A generous salary packaging scheme is also offered.

**FULL TIME / PART TIME:** 24 hours per week

**CONTRACT PERIOD:** 24 months

**PERIOD OF APPRAISAL:** Probation appraisal within 3 months thereafter annually

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**Background to STARTTS**

NSW STARTTS has been providing services to survivors of torture and trauma from refugee and refugee-like backgrounds in NSW since 1988. The STARTTS mission is:

*To develop and implement ways to facilitate the healing process of survivors of torture and refugee trauma and to assist and resource individuals and organizations who work with them to provide appropriate, effective and culturally sensitive services.*

STARTTS provides a broad range of services including assessment; counselling for all age groups; psychiatric assessment and interventions; family therapy; group interventions; bodywork such as massage, physiotherapy, acupuncture and pain management groups; assistance to overcome vocational and non-vocational barriers to employment; 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**

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 the following positions: Community Development/Project Officer, Public Affairs Coordinator, Girls' and Young Women's Project Officer, Boys' and Young Men's Project Officer, Linking New Arrivals to Community Support (LiNCS) Project Officer, African FICT Project Officer, FICT Project Officer, Evaluation Officer, Policy Officer, Capoeira Angola Project Officer, Capoeira Angola Teacher, Enterprise Facilitator and Hunter Community Development/Recreation Officer. The team also includes a Lawyer employed by the Public Interest Advocacy Centre (PIAC). Community Services Team is integral to the STARTTS systemic approach to recovery of torture and trauma survivors.

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**ORGANISATIONAL RELATIONSHIPS:**

1. Responsible to: Community Services Coordinator
2. Responsible for: Pool of casual FICT Bi-cultural Facilitators

**QUALIFICATIONS AND EXPERIENCE:****Essential:**

1. Tertiary qualifications in Adult Education, Psychology, Social Work, Welfare, Education or other relevant field, or significant experience in the field.
2. Experience in delivering training and demonstrated group work skills
3. Experience in health promotion and community development.
4. Experience in working with refugee families and understanding of the issues refugee families and older people face through the process of exile, migration and settlement.
5. Experience in project management and supervision
6. Demonstrated ability to work independently and to meet deadlines.
7. Good written communication skills and computer literacy
8. Current NSW driver's licence

**Desirable:**

1. Bi-lingual in a community language relevant to refugee communities living in NSW.
2. Experience in providing training in a multicultural context.
3. Experience in working with refugee communities.

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**BRIEF DESCRIPTION OF ROLE**

FICT Project Officer is responsible for training, coordination, supervision and support of a pool of Bi-Cultural Families in Cultural Transition (FICT). The position is well suited to a candidate with strong facilitation, adult education and project management skills. Two positions are available – one funded through the Settlement Grants Program (SGP – 12 months Contract) of the Department of Immigration and Citizenship (DIAC) and the other one through the Federal Department of Health and Ageing (24 months Contract).

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**PRIMARY OBJECTIVES:**

1. Participation in ongoing evaluation and updating of FICT program- a training package consisting of a number of workshop modules to be used with families in cultural transition.
2. Recruitment, training and maintenance of a pool of casual bi-cultural group facilitators.
3. Training and consultancy in use of the FICT kit.
4. Participation in promotion and distribution of the FICT kit.
5. Participation in the process of seeking funds for an ongoing Older people in Cultural Transition (OPICT) implementation
6. Participation in development of funding submissions for FICT.
7. Ongoing management of FICT groups

**PRIMARY DUTIES:****1. Administration**

- 1.1 Maintenance and ongoing improvement of administrative systems for FICT programme, including recording and monitoring of service provision and other relevant data.
- 1.2 Maintenance and ongoing improvement of systems to evaluate the effectiveness of the FICT program.
- 1.3 Participate in Community Development meetings, staff meetings and other relevant meetings as required.
- 1.4 Comply with STARTTS policies and procedures.
- 1.5 Actively participate in relevant quality assurance initiatives as required
- 1.6 Actively participate in seeking local funding for identified FICT groups.
- 1.7 Actively participate in seeking ongoing funding for OPICT

**2. Coordinate a pool of bicultural group facilitators who will be responsible for facilitating FICT program with a range of community groups.**

- 2.1 Maintain the existing pool of bicultural facilitators
- 2.2 Coordinate, supervise and support a pool of bicultural facilitators in the facilitation of FICT groups.
- 2.3 Resource and support bicultural facilitators in the recruitment of workshop participants.

**3. Liaison and consultation with Ethnic communities, external service providers and STARTTS' staff**

- 3.1 Participate in STARTTS community consultations and liaise with ethnic community groups and service providers to ensure the provision of a quality service to families in cultural transition.
- 3.2 Participate in training of external service providers in the use of the FICT kit and supervision and support in facilitating FICT workshops, in conjunction with relevant STARTTS staff as required.

3.3 Supervision and support for STARTTS staff in facilitating FICT workshops

**4. Maintenance and ongoing evaluation of the FICT program materials in conjunction with relevant STARTTS staff**

4.1 Ongoing evaluation and updating of the materials used in the FICT package regularly.

4.2 Development of new materials as required

4.3 Ongoing maintenance of the FICT kit stock, supported by the relevant Administration staff.

**5. Reporting**

6.1 Provide bimonthly progress reports to the Community Services Co-ordinator

6.2 Prepare other reports as required.

**6. Personnel**

7.1 Participate in monthly management meetings with Community Services Coordinator and annual performance appraisals.

7.2 Participate in educational and professional development programs.

**7. Equal Employment Opportunity and Staff Relationships**

8.1 S.T.A.R.T.T.S. is an Equal Employment Opportunity (EEO) employer and encompasses its philosophy and practice in employment of community services staff and professional relationships within STARTTS

8.2 S.T.A.R.T.T.S. 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.

**OH & S responsibilities:** Comply with S.T.A.R.T.T.S. Occupational Health and Safety and Safe Work Practices policies and guidelines.

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***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.

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I have read the Job 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:** \_\_\_\_\_

**REVIEW DATE:** \_\_\_\_/\_\_\_\_/\_\_\_\_