



## POSITION DESCRIPTION

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

**POSITION NUMBER: 1022**

**Date reviewed/created: January 2023**

---

**POSITION TITLE: School Liaison Officer**

**TEAM:** School Liaison Team – Community Services

**LOCATION:** Sydney Metropolitan Area

**AGREEMENT:** “NSW (Non-Declared) Affiliated Health Organisations’ Professional and Associated Staff Agreement”.

**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.

**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 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 School Liaison Program has been developed to provide a proactive interface between the NSW State, Catholic and Independent systems and STARTTS in order to ensure that: a) refugee students affected by traumatic events and circumstances associated with the refugee experience are able to access relevant services from STARTTS irrespective of what school they attend, and, b) that schools in NSW are able to access support, consultancy and training from STARTTS that can help them provide effective and culturally relevant services to refugee students whose lives have been impacted by refugee trauma. The school Liaison Program, therefore needs to be highly linked and integrated with clinical, training and community services and the associated management structures within STARTTS.

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 7 smaller teams (School Liaison, Youth, Community Development, Rural and Regional Community Development, My Language Team, CLSR and FICT) and the following positions: Witness to War staff, CD Evaluation Officers; Grants, Tenders and Fundraising Officer; CiCT Project Officers Community Cultural Development Officer, LGBTIQ+ Project 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: School Liaison Team Leader
2. Responsible for: Nil

---

**SELECTION CRITERIA:****Essential Criteria:**

1. Tertiary qualifications in education, psychology, social work, social sciences with demonstrated significant experience in the field.
2. Understanding of the effects of torture and trauma on individuals, families, and communities and its impact on resettlement in Australian context with particular emphasis on the needs of children and young people.
3. Demonstrated understanding of the complementary role of clinical and community development approaches in assisting young people affected by refugee trauma.
4. Demonstrated training skills and experience.
5. Thorough understanding of the NSW Public and Private Education systems.
6. Excellent oral, written & interpersonal communication skills and proficiency in the use of Microsoft Office and ability to work independently and as part of a multidisciplinary team within a multicultural environment
7. Capacity building skills and demonstrated experience in ability to advocate, cooperate, liaise and negotiate with school personnel including counsellors and teachers as well as parents.
8. Ability to develop, implement and evaluate strategies to support children in a group and individual settings and significant experience working with children and youth.
9. Current NSW Drivers Licence and Current First Aid Certificate.

**Desirable Criteria:**

1. Experience in counselling interventions with children and young people in a multicultural context.
2. Understanding of classroom management issues and ability to implement relevant strategies.

\*This position is considered child-related employment and will require a Working with Children Background Check and a National Police Check.

**COVID -19 REQUIREMENTS**

\*In line with NSW Health & STARTTS Policies, all STARTTS workers are considered Health Workers and are required to be vaccinated against COVID-19. In order to be eligible for consideration for employment with STARTTS, all recruits must provide evidence of three vaccinations against COVID-19, or alternatively provide a Medical Contraindication in the approved form which complies with the requirements of NSW Health & STARTTS Policies, prior to appointment. Should you not be able to comply before your commencement date, the offer of employment may be withdrawn.

---

**BRIEF DESCRIPTION OF ROLE**

The focus of this position is to support relevant personnel in government and non-government schools to plan, implement and evaluate joint projects of benefit to refugee children and young people and participate in ensuring that STARTTS approach to working with schools in consolidated, coherent and well-coordinated. The position will take on coordination of an identified Regional School Cluster Committee and ensure that the schools participated in that cluster receive intensive support. The position will also act as a bridge between STARTTS and schools in the allocated region.

---

**PRIMARY OBJECTIVES:**

1. To implement a Regional School Cluster Committee structure in the allocated region and provide support to the participating schools to implement the "Whole-of-school" approach to working with refugee children and young people.
2. To act as a resource and provide support, training and consultancy for teachers and school counsellors working with refugee children and youth in the allocated region.

3. To provide an optimal interface between the range of services provided by STARTTS and the NSW State, Catholic and independent school systems in the allocated region - both in terms of direct services to students and services geared towards building the capacity of schools and communities to support refugee children and young people.
4. To participate in ongoing evaluation of STARTTS School Liaison Program.
5. To provide mentoring and guidance to other STARTTS staff involved in work with schools.
6. To provide limited individual and group interventions where required.

---

**PRIMARY DUTIES:****1. Ensure consolidated and coherent approach to STARTTS work with school systems**

- 1.1. Identify and engage with schools and other relevant stakeholders in the allocated region to develop the Regional Cluster Committee.
- 1.2. Support the work of the Committee and take leadership in supporting the participating schools with development of the “whole of school approach” to working with refugee children and young people.
- 1.3. Develop a thorough understanding of the STARTTS past and current engagement with schools.
- 1.4. Develop a thorough understanding of the current distribution and issues for refugee students in Public and Private Education systems.
- 1.5. Act as an interface between schools in the allocated region and the full range of STARTTS services. This applies to both the schools participating in the Cluster Committee and other schools in the allocated region.
- 1.6. Work on a specified number of projects with strategic value alongside selected schools.

**2. Public and Private Education Connections**

- 2.1. Enhance connections between STARTTS and public and private education sector and act as a resource for teachers and school counsellors working with refugee children and youth.
- 2.2. Ensure relevant public and private education staff are aware of STARTTS services and keep them up to date with new developments at STARTTS.
- 2.3. Attend relevant meetings, interagencies and forums.
- 2.4. Provide consultancy to teachers and school counsellors where required.

**3. STARTTS work with School Systems.**

- 3.1. Participate in development of a consolidated and coherent approach to STARTTS work with the school systems. This includes seeking further resources for STARTTS school liaison work.
- 3.2. Maintain up-to-date knowledge of all STARTTS work with schools in the allocated region
- 3.3. Identify service gaps and advise STARTTS Management on options to address those gaps.
- 3.4. Participate in relevant internal service coordination activities.

**4. Supervision, Consultancy and Training**

- 4.1. Provide supervision, consultancy and training to school counsellors and teachers assisting children and youth from refugee and refugee like backgrounds.
- 4.2. Assist school counsellors and teachers to provide relevant services to children and youth from refugee and refugee-like backgrounds.
- 4.3. Provide support and training to school counsellors and teachers; and aim at increasing their understanding of the STARTTS client group issues.
- 4.4. Implement projects that will increase capacity of school staff to assist students from refugee and refugee-like backgrounds and enhance their educational outcomes.
- 4.5. Participate in development of resources to assist school staff in their work with refugee children and young people.

**5. Individual and Group Interventions**

- 5.1. Provide limited individual and group interventions where required.
- 5.2. Provide counselling to no more than 2 clients at the time.
- 5.3. Work with STARTTS and/or school staff to deliver group interventions on a very limited basis.

5.4. Undertake regular case reviews and follow-up of children and youth with relevant staff from STARTTS and schools.

## **6. Community and Stakeholder Liaison**

6.1. Participate in agency-wide response to community consultations follow-up work with selected communities in respect of school related issues and actions.

6.2. Represent STARTTS at selected education children and young people related interagencies and fora.

## **7. Administration and Reporting**

7.1. Assist in the evaluation of the effectiveness of services provided.

7.2. Ensure the efficient recording of program records.

7.3. Familiarise with STARTTS Electronic Client Data Management System, CAREHR and use the system for individual and group interventions.

7.4. Provide bimonthly progress reports to the School Liaison Team Leader and other reports as required.

## **8. Personnel**

8.1. Participate in STARTTS Performance Management program and in the development of an annual Work Plan.

8.2. Be an active participant in team meetings to maximise contribution to the work of the team

8.3. Participate in STARTTS staff meetings and other relevant meetings

8.4. Work to ensure professional and co-operative working relationships within own team and with other departments across STARTTS.

8.5. Participate in identifying quality improvement initiatives/strategies.

8.6. Attend and participate in all training opportunities identified for the role.

8.7. 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.

---

### **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 **School Liaison Officer** 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: January 2025**