



POSITION DESCRIPTION

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

POSITION NUMBER: 1151

Date reviewed/created: November 2024

POSITION TITLE: Hazara Project Officer / Groupworker

TEAM: Community Development

LOCATION: Auburn

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 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 Community Services Coordinator manages the team, and it consists of seven smaller teams: School Liaison; Youth; Community Development (CD); Rural and Regional CD; My Language Team, Community Living Support Refugee (CLSR) and Families in Cultural Transition (FICT)) as well as the following positions; 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.

SELECTION CRITERIA:

ESSENTIAL REQUIREMENTS:

1. Qualifications or significant experience in psychology, social work, community development, social science, counselling, group work or other relevant discipline.
2. Demonstrated experience in planning, implementing, and evaluating groups in a cross-cultural context.
3. Demonstrated understanding of the effects of torture and trauma on individuals, families, and communities and its impact on resettlement in Australian context.
4. Demonstrated adult education and/or training skills and excellent understanding of the needs and issues faced by Hazara community settling in NSW.
5. Experience in working with Hazara community development and/or group work setting.
6. Knowledge of appropriate mental health literacy interventions and suicide prevention frameworks and strategies
7. Demonstrated excellence in English oral, written, and interpersonal communication skills, proficiency in one major community language, and advanced capabilities in Microsoft Office applications.
8. Ability to work independently and as part of a multidisciplinary team within a multicultural environment.

Desirable Criteria:

1. Knowledge of stakeholders in refugee/migrant/Mental Health sector.
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 Services Team to work with support structures in the community to address issues of psychological distress, increase the capacity of community leaders, peer educators, relevant mental health services and community support structures to identify and support people at risk of suicide or serious mental health illness and make and/or receive appropriate referrals. The position will deliver social support groups to enable Hazara community members to reduce social isolation, improve well-being, identify signs of distress in themselves and develop appropriate coping strategies, develop mutually supportive relationships, reduce the stigma associated with seeking mental health assistance, increase knowledge and access to a variety of mental health services.

PRIMARY OBJECTIVES:

1. To enhance the health, social connections, and well-being of Hazara community members, thus increasing the protective factors in the area of suicide prevention.
 2. To enhance the capacity of the Hazara community and peer leaders to assist the community members and make appropriate referrals to relevant mental health services.
 3. To enhance the capacity of Hazara community leaders to engage with the mental health system and promote mutual learning between mental health services and the Hazara community.
 4. To educate relevant mental health services about the needs and issues faced by Hazara community members to ensure their services are prepared to receive referrals from Hazara community leaders.
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PRIMARY DUTIES:

1. Groupwork

- 1.1. Work with relevant STARTTS staff to identify appropriate group work interventions for Hazara community members. Participate in the planning, delivery, and evaluation of at least 2 groups for the duration of the project. The groups are intended to enhance Hazara community members' health, well-being, and community connections.
- 1.2. Undertake relevant group work training.
- 1.3. Provide limited accidental counselling and casework to the group members.

2. Community Development, Capacity Building and Social Support

- 2.1. In collaboration with other STARTTS staff, organise at least 2 Accidental Counsellor Training sessions for the Hazara community and peer leaders for the duration of the project. Co-deliver the sessions if required.
- 2.2. In collaboration with other STARTTS staff and partners, organise at least 2 Suicide Prevention Training sessions for the Hazara community and peer leaders for the duration of the project. Co-deliver the sessions if required.
- 2.3. In collaboration with other STARTTS staff, organise 2 social support groups for the duration of the project.
- 2.4. Develop or expand the Hazara community and peer leaders' network.
- 2.5. Facilitate regular meetings of trained community and peer support leaders to provide them with ongoing support.
- 2.6. Facilitate access to one-on-one debriefing for community and peer support leaders by STARTTS clinicians if required.
- 2.7. Support referrals by community and peer support leaders to STARTTS and other mental health services.
- 2.8. Work with Hazara community leaders and other STARTTS staff to develop training materials and deliver training for mainstream mental health services, informing them of Hazara community issues.
- 2.9. Assist STARTTS staff in developing psychoeducation materials for the Hazara community.

3. Training and Supervision

- 3.1. Undertake on-the-job training where relevant.
- 3.2. Participate in community development mentoring.
- 3.3. Participate in regular STARTTS staff development days.
- 3.4. Participate in group co-facilitation where appropriate.

4. Reporting

- 4.1. Provide bi-monthly progress reports to the CD Team Leader.
- 4.2. Provide quarterly progress reports to the CD Team Leader
- 4.3. Prepare other reports as required

5. Variation of Hours

- 5.1. You may be required to work reasonable additional hours as necessary for the proper performance of your duties and to meet the needs of STARTTS.
- 5.2. Your hours may be varied with more than 24 hours' notice prior to the commencement of those working hours (Varied Hours).
- 5.3. If you are offered and accept varied hours, and this results in your hours for the relevant roster cycle exceeding your specified hours, you will accrue time in lieu instead of being paid overtime for these additional hours.
- 5.4. Varied hours may be withdrawn by you, in writing, with more than 24 hours' notice prior to the commencement of the varied hours.
- 5.5. You may be required to work evening and weekend hours, with at least 24 hours notices, depending on program schedules.
- 5.6. If you are required to work hours in the evenings or early mornings, flexi-time arrangements may apply, allowing for an earlier/later start time on the same day to accommodate these hours.
- 5.7. You may be required to travel within the community to various program sites as required of the position.
- 5.8. You may participate in physical recreational activities as necessary of the position.

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 co-operative 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 **Hazara Project 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: November 2026